

## Order Status System



### User Guide

Last Revised: 2/18/2000

(System Version 7.1.0)

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# Order Status User Guide

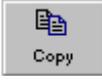
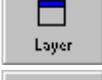
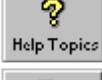
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## Chapter 1 About This Guide

### Purpose

The purpose of this user guide is to aid you in learning to use the Order Status application. Both experienced and inexperienced users can use the guide. New users may want to read the entire manual; experienced users may just need to look up a specific functionality using the Table of Contents.

### Organization

This user guide is divided into the following parts:

- Chapter 1 About this Guide
- Chapter 2 Introduction
- Chapter 3 Getting Started

Chapter 1, About this Guide, tells you the purpose of this guide, details its organization; discusses any special notes, warnings, or conventions; and directs you to related information that will aid you in using Order Status.

Chapter 2, Introduction, discusses Order Status and its installation requirements, how to connect through Toolbar, what the system hours and availability are, specific questions about Microsoft Windows®, and specific procedures for accessing Order Status's online help.

Chapter 3, Getting Started, discusses Order Status, logging on and logging off, the Order Status Desktop and its menus and windows.

### Conventions Used in the Guide

Icon, keyboard, field, window, tab, button, menu, and option names are in **bold**. Steps in the task-based procedures are in **bold** and numbered. Screen prints related to the step follow the step.

## Chapter 2 Introduction

### Overview

Order Status makes it possible to view pending (not completed) and posted (completed) service order data for Southwestern Bell Telephone Company (SWBT) and pending service order data for Pacific Bell (P\*B) and Nevada Bell (N\*B).

The Service Order Selection window is used to define the pending or posted service order(s) for which you wish to retrieve information.

For SWBT, service order searches may be performed by Access Carrier Name Abbreviation (ACNA), Major Customer Number (MCN)/Operating Company Number (OCN), Service Order Number, Telephone Number (TN), Purchase Order Number (PON) (*for pending service orders only*), or Circuit ID (*for pending service orders only*). SWBT will return both pending and posted service orders.

For P\*B/N\*B service order searches may be performed by Operating Company Number (OCN), Purchase Order Number (PON), Telephone Number (TN) or Service Order Number. P\*B/N\*B will only return pending service orders.

The (*Pending/Posted*) Service Order List window displays a list of pending/posted service orders that meet the selection criteria defined in the Service Order Selection window.

The (*Pending/Posted*) Service Order Detail window displays detailed information for a pending/posted service order defined in the Service Order Selection window or selected from a list in the Service Order List window.

A security level to restrict access from the (*Pending/Posted*) Service Order Detail window is available by submitting a Multi-User ID Request Form. This security level will keep a user from being able to view the (*Pending/Posted*) Service Order Detail window. Contact your account manager or the IS Call Center with questions.

Order Status is part of our Operational Support Systems (OSSs) and is Year 2000 (Y2K) ready.

## Installation Requirements

### Software Requirements

**Toolbar** and its **Order Status** application run in the Windows® 95™ or Windows NT™ environment. **Toolbar** is accessible through dial-up or private line connections. If you have installed a private-line connection to Southwestern Bell or Pacific Bell/Nevada Bell, you will need to have a Transmission Control Protocol (TCP) stack on your PC. We recommend Chameleon 4.x, Microsoft, or Windows 95/NT. Using a different TCP stack may produce unreliable results.

### Hardware Requirements

Computer	IBM PC Compatible; 486 or greater
RAM	Win 95; 32 MB or higher, NT; 32MB or higher
Hard Drive	30 MB of available space or higher
Disk Drive	3.5 inch High Density
Monitor	VGA-compatible video driver
Modem	(Required for dial up access)14,400 bps minimum; 28,880 bps recommended.
Mouse	

### Connecting to Order Status

Access to Order Status is through the Toolbar. Please see the Toolbar User's Guide for Connecting Instructions.

## System Availability and Support

### Hours of Business

#### Order Status Server Hours for All SWBT Users

7:00 a.m.	12:00 a.m.	Central Time (CT)	Monday through Friday
7:00 a.m.	11:30 p.m.	Central Time (CT)	Saturday
10:00 a.m.	11:30 p.m.	Central Time (CT)	Sunday

#### Order Status Server Hours for All P\*B/N\*B Users

6:00 a.m.	11:00 p.m.	Pacific Time (PT)	Monday through Friday
6:00 a.m.	8:00 p.m.	Pacific Time (PT)	Saturday
Not Available			Sunday

### Help Desk

#### SWBT/P\*B/N\*B CLECs

The IS Call Center is your single point of contact for assistance in answering questions and resolving issues such as expired passwords, application and network problems, and installation and configuration of software.

#### IS Call Center Hours for CLECs:

(Note: off-shift hours covered by voice mail activated pager for emergencies)

7:00 a.m.	9:30 p.m.	Central Time (CT)	Monday through Friday
8:00 a.m.	5:00 p.m.	Central Time (CT)	Saturday

IS Call Center Phone Number for CLECs	314-235-7225
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**All other Customers (SWBT Only)**

Toolbar Customer Support is your single point of contact for assistance in answering questions and resolving issues such as expired passwords, application and network problems, and installation and configuration of software.

**Toolbar Customer Support Hours for All Other Customers:**

(Note: off-shift hours covered by voice mail activated pager for emergencies)  
7:00 a.m. 7:00 p.m. Central Time (CT) Monday through Friday

Toolbar Customer Support Toll Free Number	800-262-6672
Toolbar Customer Support Toll Free Fax Number	800-698-0611

## Questions about Microsoft Windows®

Windows is a Graphical User Interface (GUI), which means you can work with your computer by clicking buttons and dragging icons. You can also understand how the computer works by looking at its graphical display. This is better than remembering command lines that you need to type in, as in Microsoft DOS™ applications.

Windows displays rectangular areas on the screen in a document or an application. Because **Order Status** works under the Windows environment, you can switch back and forth between an **Order Status** window and another application's window. Also, once you've learned how to work with menus and buttons in one Windows application, you can use that knowledge in **Order Status**.

The **Order Status** documentation assumes you have some familiarity with Microsoft Windows 95™ or Windows NT™. The intention of the following tips is to cover a few basic principles. Please see your Microsoft Windows 95 or Windows NT user guide or online help for more detailed instructions and documentation.

## Using the Mouse

In Windows applications, you use your mouse to maneuver your pointer around the application. You may use your mouse to:

- |              |   |
|--------------|---|
| Point        | Move the pointer to a specified place on your screen.   |
| Click        | Press and release your mouse button.  |
| Drag         | Hold down your mouse button, move the mouse while holding button down, then release the mouse button. |
| Double-click | Press and release your mouse button twice in rapid succession.  |

Your primary mouse button is the left button on your two-button mouse. If you are left-handed, you may switch your buttons in your Windows **Control Panel** and move your mouse to the left side of your workstation. Your mouse pointer displays differently depending on where it is in your window.

- |   |   |
|---|---|
|    | The standard pointer displays as an arrow pointing up and slightly to the left.                                 |
|   | When you move your pointer close to the edge of a moveable window or column, it changes to a two-headed arrow.  |
|  | A blinking I-beam indicates you've entered a text area, such as the service order number field in Order Status. |
|  | An hourglass denotes that the program is busy.  |

## Using Keyboard Shortcuts

Every menu name or command in Windows 95 contains keyboard shortcuts. You may use the shortcuts by pressing the **ALT** key plus the underlined character of the menu name or command at the same time. For example, you can activate the **F**ile menu by pressing **ALT+F**.

Many of the menu options contain other keyboard shortcuts. Once the drop-down menu has been activated, the keyboard shortcut is the underlined letter of each option. For example, once you've activated the **F**ile menu, you may exit the **O**rder **S**tatus application by pressing **X**. You may also use your directional arrows (**↑** and **↓**) to move to the **E**xit option.

For additional shortcut key information, type "Keyboard Shortcuts" in your Windows help **I**ndex.

### Selecting Icons and Activating the Toolbar

Icons are graphical elements that represent an object that you can manipulate. Our Toolbar contains an icon that allows you to access the **Order Status** application. You click icons to activate them.



**Toolbar**

The **Toolbar** desktop icon requires a double click to activate. Once activated, you log on to the **Toolbar** and from there, you have access to the **Order Status** application.



The **Order Status** icon on the **Toolbar** requires a single click to activate. Clicking the icon logs you on to the **Order Status** application. You must go through the **Toolbar** to get to this icon.

*Note: The icons that will be available to you will depend upon which applications you have been assigned.*

## **Accessing Online Help**

There are two levels of online help in **Order Status**:

- Help Menu
- Micro-level help

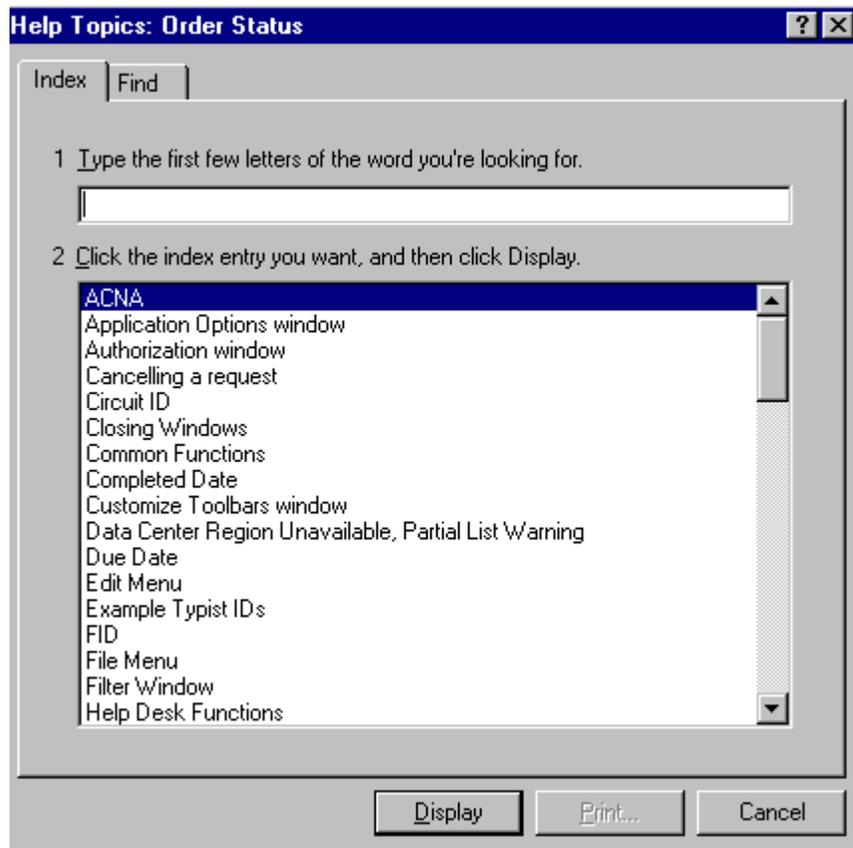
### **Help Menu and Button**

The **H**elp menu or button allows you to view general topics about **Order Status**, such as an overview of the system or the telephone number for the Help Desk Support. It also provides an index that allows you to search for topics.

### **Help Search Page**

When you open the help from the **H**elp → **H**elp Topics option, or click on the Help Button, the help file displays the **Help Topics: Order Status** window. This window has two tabs available, the **I**ndex and the **F**ind tabs.

## Index tab

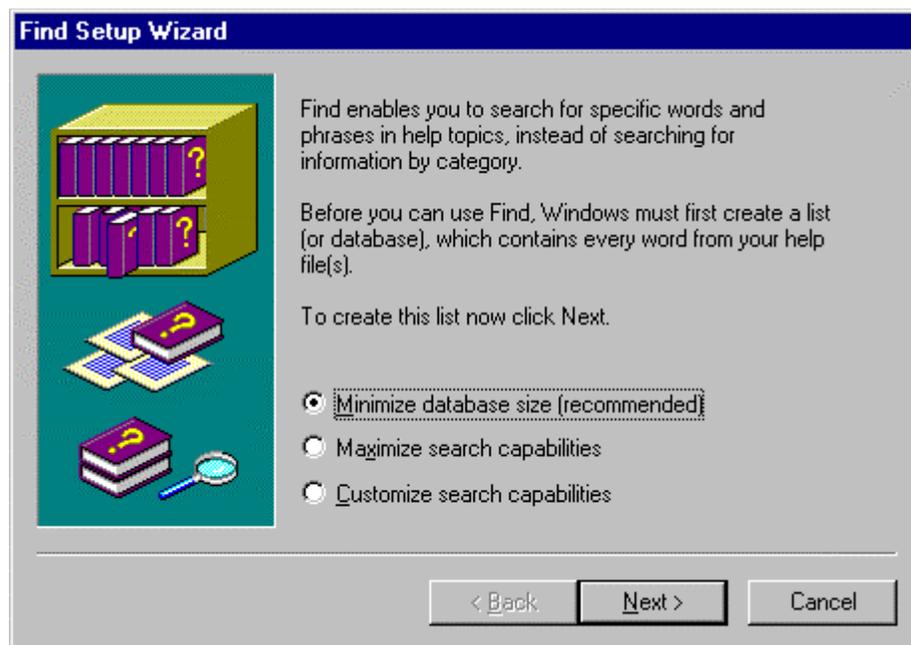


In the section 1 field window, you can type in the first few letters of the word you are looking for. As you type, Help will show matches in the section 2 window. When you see a topic you want information on, you can click the topic to highlight it, then click the Display button to show that topic.

## Find Tab - Building the Database

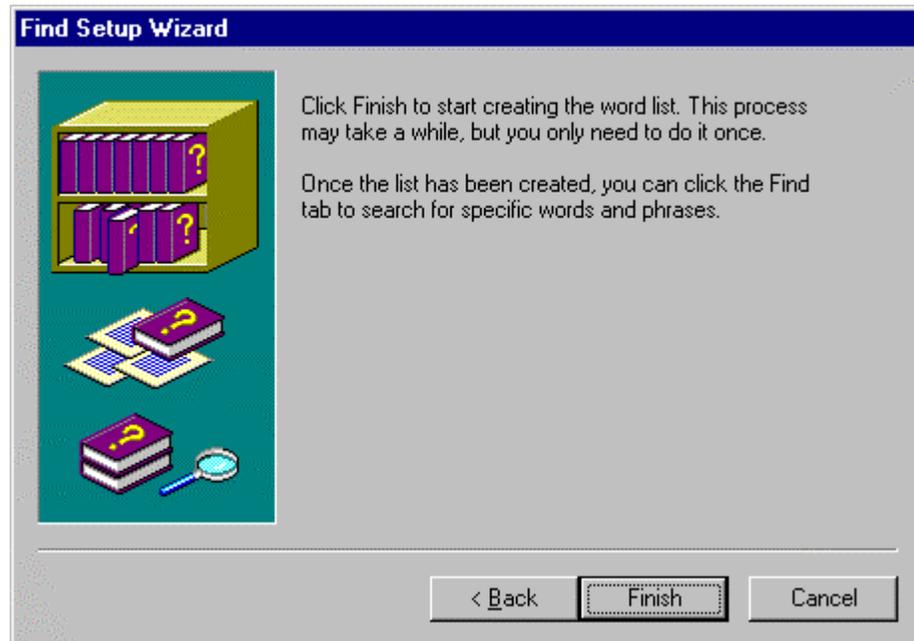
Order Status Help allows you to perform a complete search using words or phrases of the online help database using the **Find** tab. The first time that you access the Find tab, you will be asked to allow the help database to be built. The following steps indicate the process:

1. Click the Find tab. The Find Setup Wizard window opens.

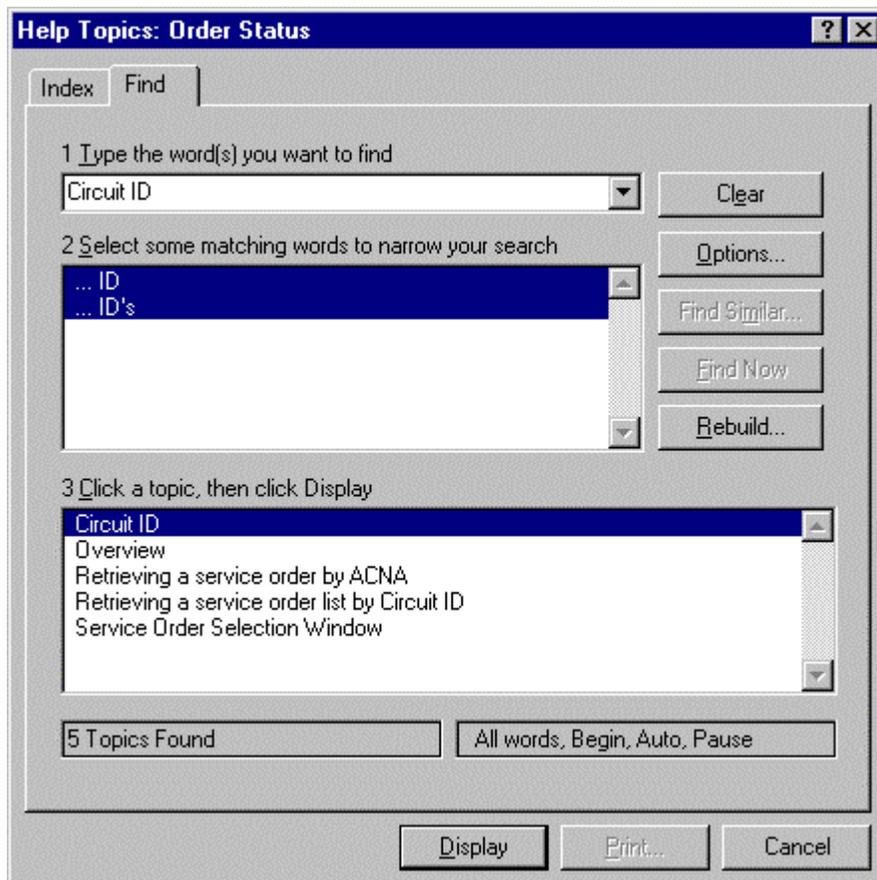


The **Minimize database size (recommended)** listing is pre-chosen by default. This is the most efficient type of build and you should keep it selected.

2. Keeping the default settings, click the Next button. The Find Setup Wizard will prompt you with the following window.



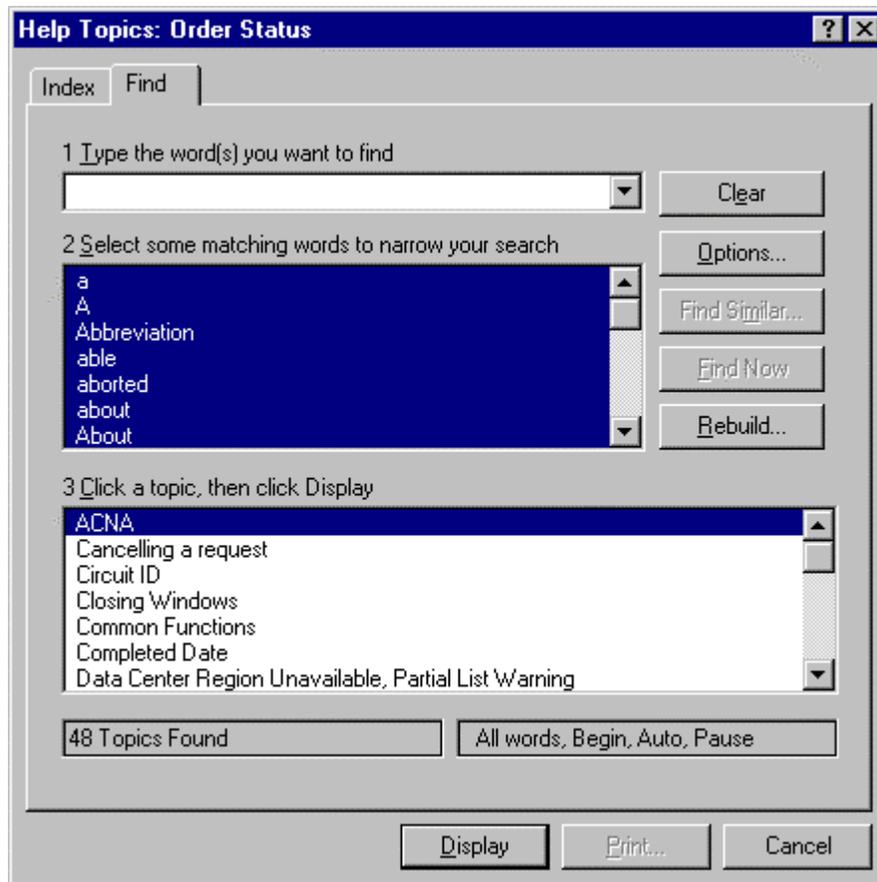
3. Click the Finish button. The Help system will create the Find database and display the *Help Topics: Order Status* dialog box showing the Find tab.



When you have completed these steps, you should be able to access Find without having to rebuild the database again.

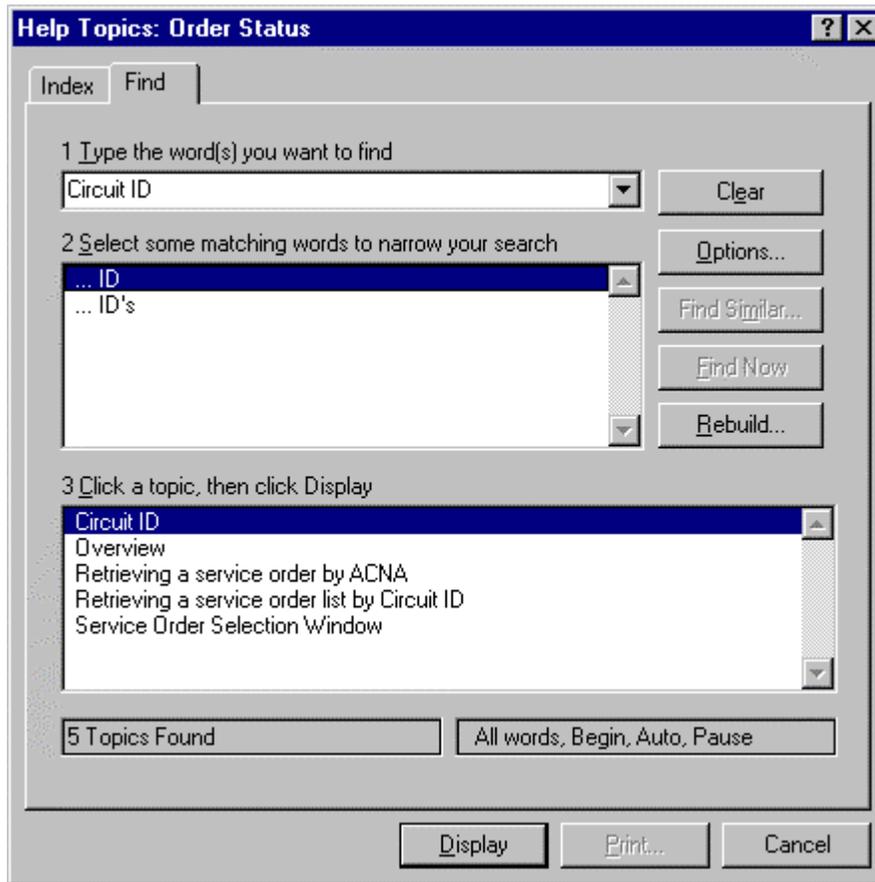
### Help Find Tab - After the Database is Built

Order Status Help allows you to perform a complete search using words or phrases of the online help database using the **Find** tab. The first time that you access the Find tab, you will be asked to allow the help database to be built. This instruction assumes you have already performed that process.



Note: To change the way help reacts to what you type into section 1, click the **Options...** button for additional settings.

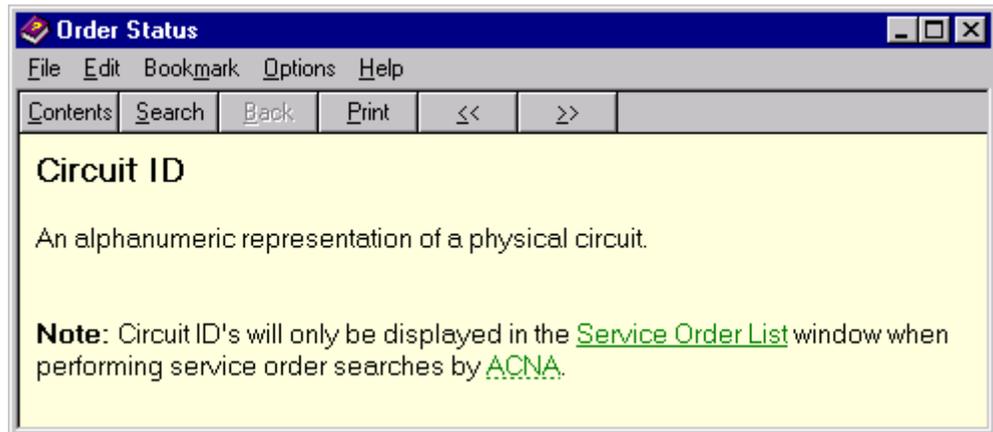
1. In section 1, type the search word or phrase. As you type, section 2 displays the matches found on your word or phrase and section 3 displays the topics for those matches.



2. Click on one of the matching words in section 2, and help will display topics for that match in the section 3 window.
3. Click the topic in section 3 that you want to view, then click the Display button. The selected topic is then displayed with the Help Topic window.

## Help Window

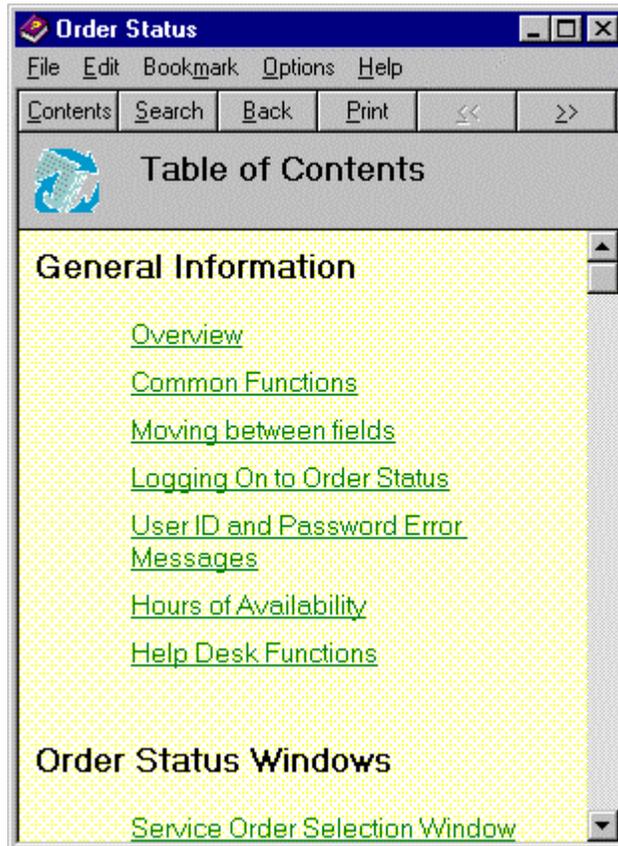
After clicking the **Display** button, help will display a window showing information about the topic you chose. Within this window are buttons for navigating the help system. Contents, Search, Back, Print and directional arrows.



When words are colored green and underscored with a solid line, clicking the word will “jump” you to an explanation for that topic. When green words are underscored with a dashed line, clicking the word will keep you where you are, but display a message box defining the word or phrase. Click again to close the message box.

## Contents Button

Clicking on a topic listed in the Contents page will display information about that topic.



## Search Button

This button will return you to the Help Search window.

## Back Button

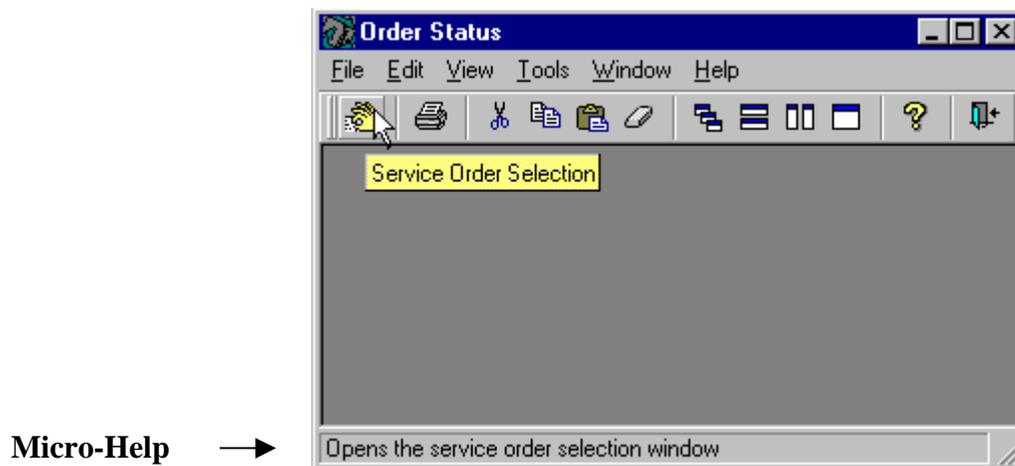
If you have looked at more than one help topic, clicking on the Back button will take you back to the topic you were previously viewing.

### ≤< (Page), >≥ (Page) Buttons

The page buttons will take you one page forward or backward, within the help files, for each time you click them. If you are at the first page of the help files, the previous page button, ≤< , will be grayed out. This is true for the next page button, >≥ , if you are on the last page.

### Micro-level Help

Each time you move your mouse pointer over a menu button, micro-help displays at the bottom of your window. This micro help is an expansion of the short explanations you see displayed below the tool bar help buttons as the mouse rests over them. For example, if your mouse pointer is resting over the **Service Order Selection** button, you will see **Opens the Service Order Selection Window** displayed in the micro help area.



Note: The Micro-help and short button explanations can be toggled on and off by clicking on the menu item **T**ools→**C**ustomize Toolbars..., then clicking the **S**how Tool Tips checkbox.



## Chapter 3 Getting Started

### Toolbar

#### **Software Distribution**

After you have established an account with your Account Manager and requested user IDs for the application, you will receive a set of diskettes. You will use these diskettes to install the **Toolbar**. Simply insert the first diskette and select **Run** from the **Start** button on your Taskbar. Type **A:\setup** and click **OK**. Follow the instructions of the on-screen prompts. This will include specifying a directory on which to install the **Toolbar** and possibly specifying a network user ID and password, if you have chosen a dial-up connection. When specifying the directory for storing **Toolbar**, it is recommended that the default location recommended by the installation package be used. The network User ID, network password, Order Status User ID and Order Status default password will be provided with the **Toolbar** diskettes.

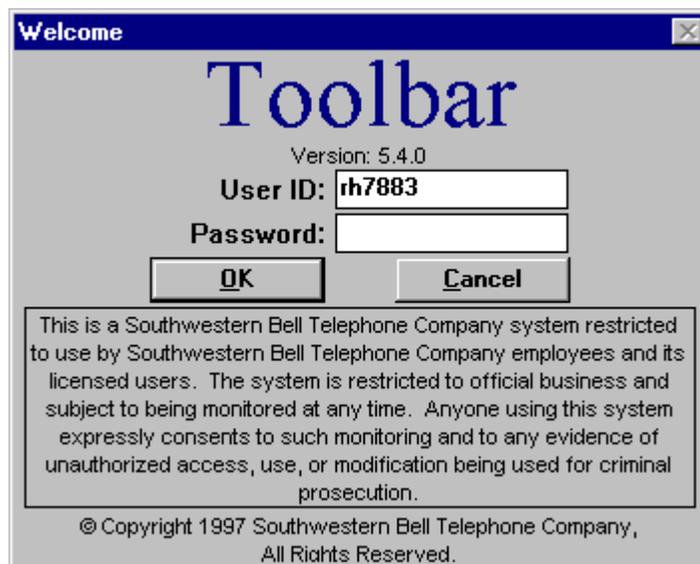
If you are accessing the **Toolbar** in dial-up mode, you will need to configure your native dialer. We will provide instructions with the **Toolbar** installation package. After installing the **Toolbar**, the **Toolbar** icon displays on your desktop. If you encounter any problems during the logon procedure, contact the IS Call Center at (314) 235-7225 (CLEC customers) or **Toolbar** Support at 800-262-6672 (all other customers).

### Logging on to the Toolbar

1. Locate the Toolbar icon on your PC desktop.



2. Double-click the icon. The Toolbar Welcome dialog box opens.



3. Type your User ID and Password and click OK. The Toolbar opens. The Toolbar connects you to our server. This server downloads the icons for the applications you can access.



Note: *Our Software Distributor automatically notifies you of new application releases through the Toolbar. You must download the new release or you won't be able to logon to Order Status.*

Note: *The icons that will be available to you will depend upon which applications you have been assigned.*

### Logging off the Toolbar

1. Click the Exit icon on the Toolbar.



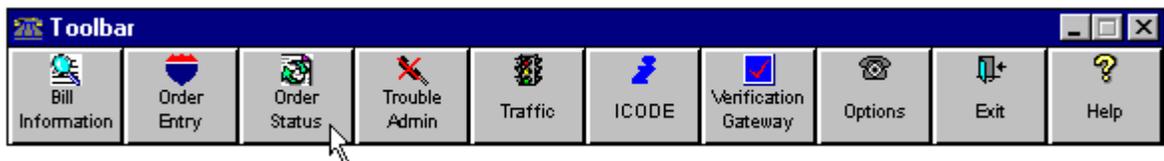
Note: *The icons that will be available to you will depend upon which applications you have been assigned.*

### Accessing Order Status

The **Toolbar** provides a single point from which to launch **Order Status**. Once you've logged on to the **Toolbar**, you can access **Order Status**.

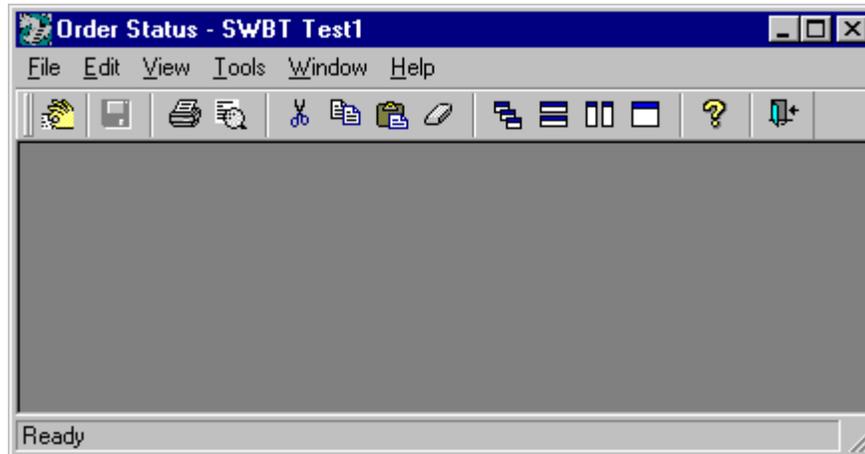
### Launching Order Status

1. Click the Order Status icon on the Toolbar.



Note: *The icons that will be available to you will depend upon which applications you have been assigned.*

2. The operating system launches the Order Status application and displays the main window of the application.



### **Order Status Application Idle Lock**

1. If you've had the Order Status application open but inactive for more than 30 minutes, you'll receive the Application Idle Lock dialog box.



2. You may click Logoff to exit the application or re-type your Toolbar password and click OK to re-enter Order Status. You will not be able to re-enter Order Status until you re-enter your password.

### ***Exiting Order Status***

1. From the File menu, choose Exit or click on the EXIT button on the Order Status Toolbar.
2. The Order Status application prompts you with the following message. Click Yes or press Enter.

Note: *You will only be prompted if the **Prompt to exit the application** option is checked in the **Tools→Application Options...** dialog box.*



## Order Status Desktop

The Order Status desktop consists of these main sections.

**Menus**            The pull down menus allow you to open and print windows, and perform various desktop functions.

**Tool Bar Buttons**        The tool bar is the row of buttons that act as a shortcut to the more often used commands available in the menus.

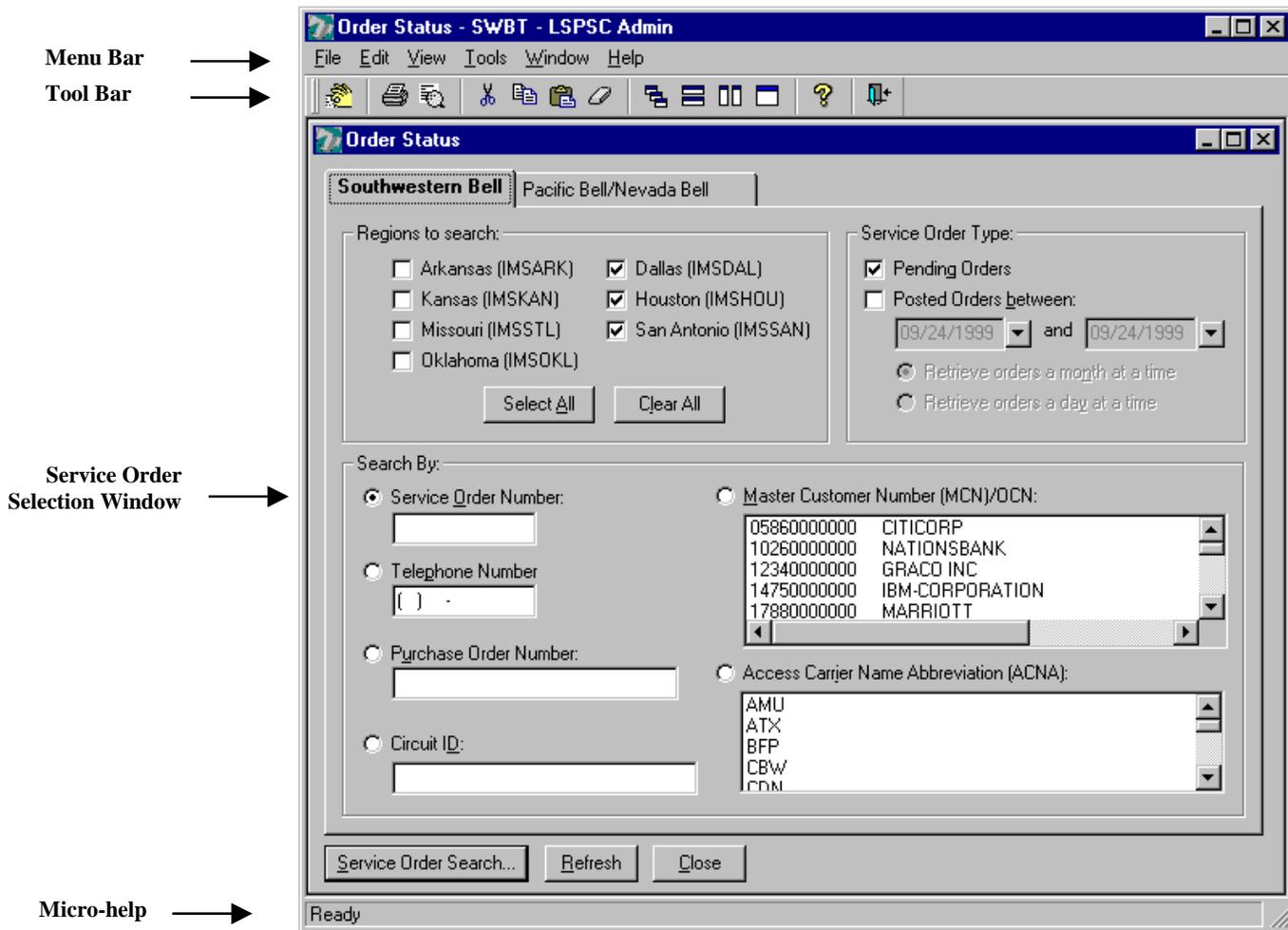
**Service Order Selection Window**    This window provides a selection point for creating Service Order Lists for either Pending or Posted Orders or both for SWBT and Pending Orders for P\*B/N\*B

**Service Order List & Detail Window**    Service Order Lists can be viewed and then details can be displayed for Service Orders from the List.

Note: *CLECs should not attempt to view service orders in a region (Southwestern Bell/Pacific Bell/Nevada Bell) unless they have an approved contract for that region.*

# Order Status User Guide

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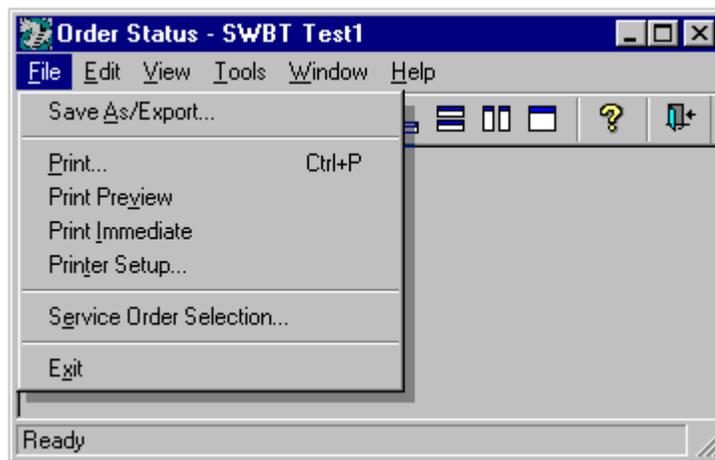


## Menus

At the top of the Order Status Desktop are the pull down menus **F**ile, **E**dit, **V**iew, **T**ools, **W**indow, and **H**elp. These menus allow you to open and print the different Order Status Windows and perform various other Desktop functions.

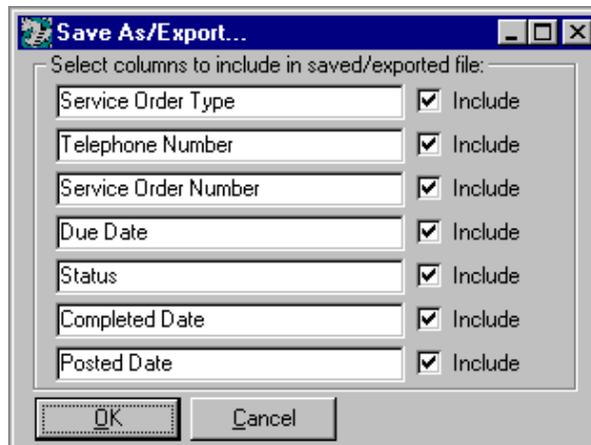


### *File menu options*



### Save As/Export...

The Save As/Export... option allows you to select which columns of data on the Service Order List window you want exported to a separate file. Clicking this option brings up the Export window where you may choose which columns of data to export by clicking in the check box next to the column.



When you click the OK button, the Save As window will display. On this window you can identify what file type to use when the information is saved. File types available include text (.txt) file, comma separated file (\*.csv), HTML Table (\*.htm), Microsoft Excel 5 Format (\*.xls), dBASE-III format (\*.dbf), data interchange format, Lotus 1-2-3 format (\*.wk1 or .wks), Powersoft Report format (.psr), SQL syntax (\*.sql), or Windows metafile format (\*.wmf). These file types are used by different applications and you must determine which file type is best for your needs. If you are unsure as to what file type to use, try the text (.txt) file type, since almost any application can import from this format.

Note: *Save As/Export... is only available when an Order Status List is the active window.*

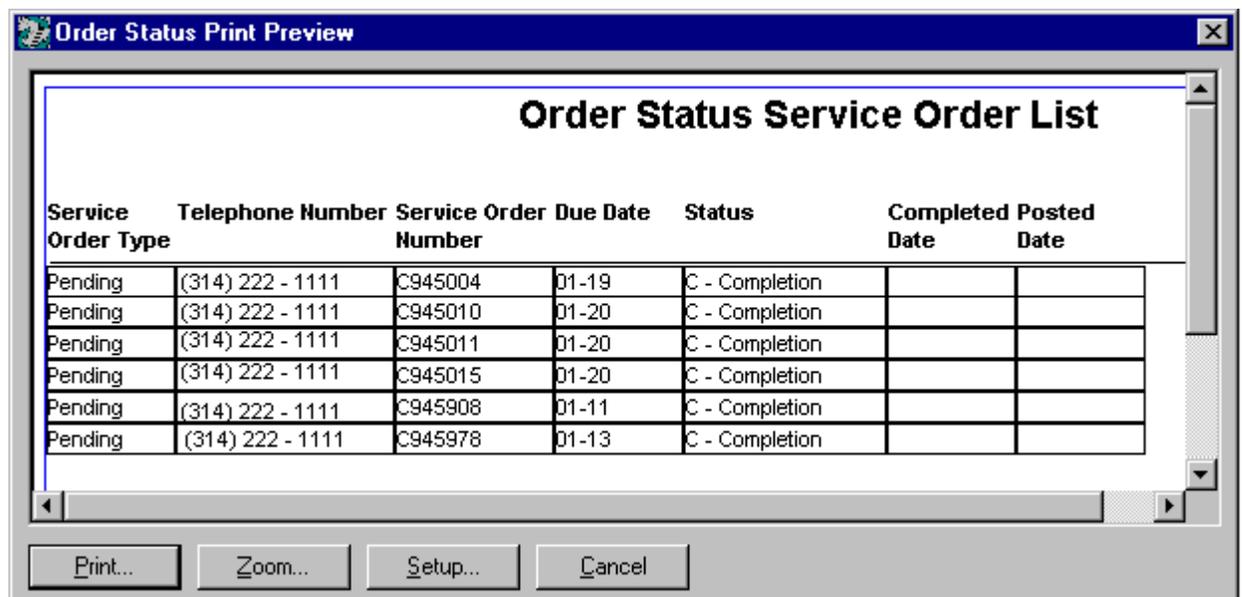
## Print...

This option is available if the **Service Order List** window or the **Service Order Detail** window is active. Clicking this option will launch the Print Dialog box, from which you can then print a report based on the window you have active. The Dialog box allows you to select document printing options, but still prints to the default printer.

Note: You can change the default printer using the **File→Printer Setup...** option.

## Print Preview

This option is available if the Service Order List window or the Service Order Detail window is active. Clicking this option will display the Print Preview window. The Preview window shows you how the printed output will look. You may then select to Print the data, Zoom in on the data (view it larger), Setup your printer (same as Printer Setup on the File Menu) or Cancel the print preview and return to the previous window.



## Print Immediate

Clicking on this option immediately prints any active window. No Print Dialog box is displayed, and the print job will go to your default printer.

### Printer Setup...

This command launches a Printer Selection window. If you have more than one printer available, you may click on a printer to highlight the one you want Order Status to print to. Once you have selected a printer you may click OK to return to Order Status, or click the **Setup...** button to access the configuration settings for the printer you highlighted.

## Service Order Selection

Clicking on this option will launch the Service Order Selection window. Additionally, if the Service Order Selection window has already been launched, but another window is active, clicking this option will make Service Order Selection the active window and display it on top. There are two service order selection windows available, one for Southwestern Bell and one for Pacific Bell/Nevada Bell. The Southwestern Bell window is shown below.

**Order Status**

Southwestern Bell Pacific Bell/Nevada Bell

Regions to search:

- Arkansas (IMSARK)
- Dallas (IMSDAL)
- Kansas (IMSKAN)
- Houston (IMSHOU)
- Missouri (IMSSTL)
- San Antonio (IMSSAN)
- Oklahoma (IMSOKL)

Select All Clear All

Service Order Type:

- Pending Orders
- Posted Orders between: 09/24/1999 and 09/24/1999
- Retrieve orders a month at a time
- Retrieve orders a day at a time

Search By:

- Service Order Number: [ ]
- Telephone Number: [ ] - [ ]
- Purchase Order Number: [ ]
- Circuit ID: [ ]
- Master Customer Number (MCN)/OCN:  
05860000000 CITICORP  
10260000000 NATIONSBANK  
12340000000 GRACO INC  
14750000000 IBM-CORPORATION  
17880000000 MARRIOTT
- Access Carrier Name Abbreviation (ACNA):  
AMU  
ATX  
BFP  
CBW  
CDN

Service Order Search... Refresh Close

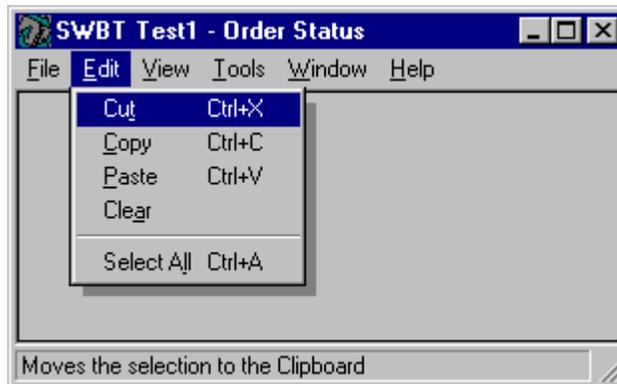
Ready

## Exit

You may click on this option to exit the Order Status application.

Note: When a menu command is not available, the command will be grayed out on the menu list.

### Edit menu options



#### Cut

This option is only available when the cursor is within user editable data fields (e.g. Telephone Number or Circuit ID, etc.) within the Service Order Selection window. When at least one character has been highlighted, clicking on this option removes the selected text from its original location so that it can be pasted elsewhere in Order Status or other Windows applications.

#### Copy

This option is available any time you have highlighted text within a user editable field, or when you have selected text from the Service Order List or Service Order Detail windows. With a selection highlighted, clicking on this option will copy the selected text without altering its original location so that it can be duplicated (pasted) elsewhere in Order Status or any other Windows application.

#### Paste

This option is available when the cursor is within user editable data fields within the Service Order Selection window. Clicking on this option will place text that has been copied or cut. The text will be placed at the current point of the editing cursor including overwriting entire highlighted selections.

#### Clear

Clear will remove any highlighted text from within a user editable field, but does not copy the text to the clipboard.

#### Select All

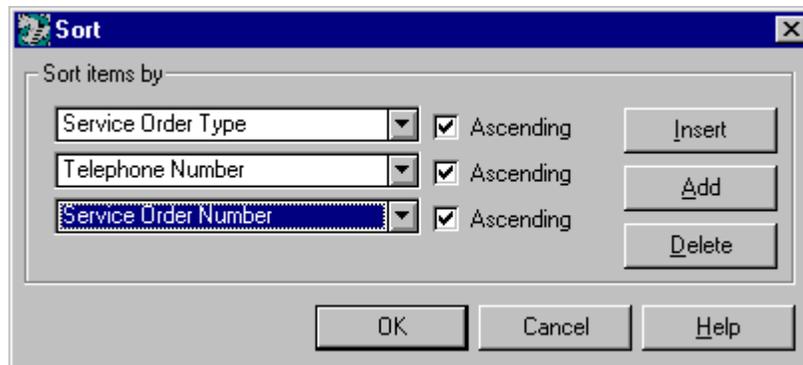
Clicking on this option will select or highlight all the text within any field or report that the cursor is in.

### View menu options



### Sort...

This option is available when the Service Order List window is active. Clicking on this option will display the **Sort** window.



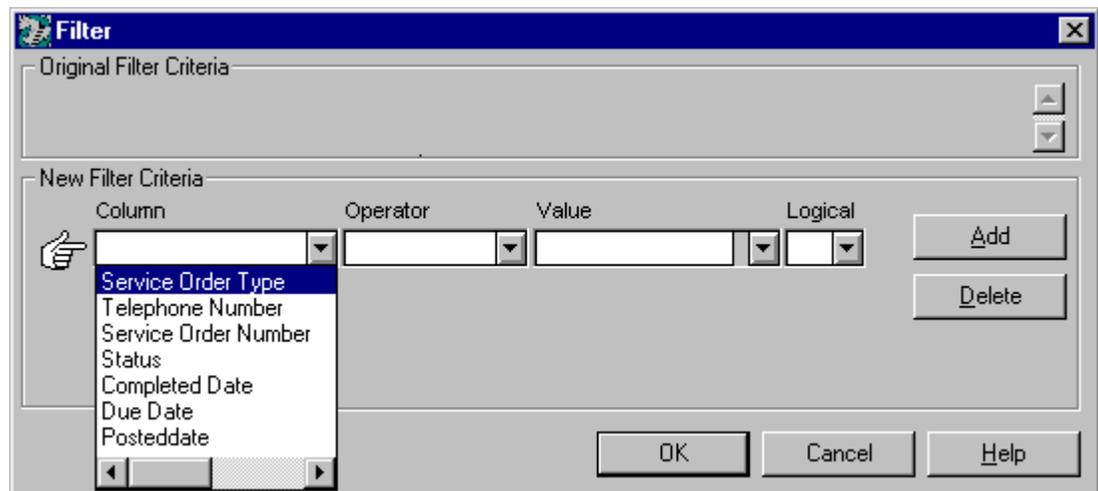
The **Sort Items By** section of the window contains three field windows, one for the first column to sort by, one for the second column to sort by and one for the third column to sort by. When you click on the drop-down arrow at the end of a field window, a list of the available columns is shown (Service Order Type, Telephone Number, etc.). To select a field for the first sort option, click on the down arrow, then click on a column to select it. Repeat this for the secondary and tertiary sort fields. After identifying the fields to sort by, decide if you want the field to be sorted ascending (A to Z or 1 to 10) and if so, click in the Ascending box. If you want the field to be sorted in a descending manner (Z to A or 10 to 1) leave the Ascending box blank.

You can use the Insert, Add and Delete buttons to adjust the Sort Items By fields. The Insert button will insert another Sort Items By selection field above the field highlighted. The Add button will add another Sort Items By selection field to the bottom of the list. The Delete button will delete the highlighted Sort Items By selection field from the list. Once the Sort Items By selections are chosen, click on the OK button and you will be returned to the Service Order List screen. The screen should be resorted based upon the Sort criteria chosen.

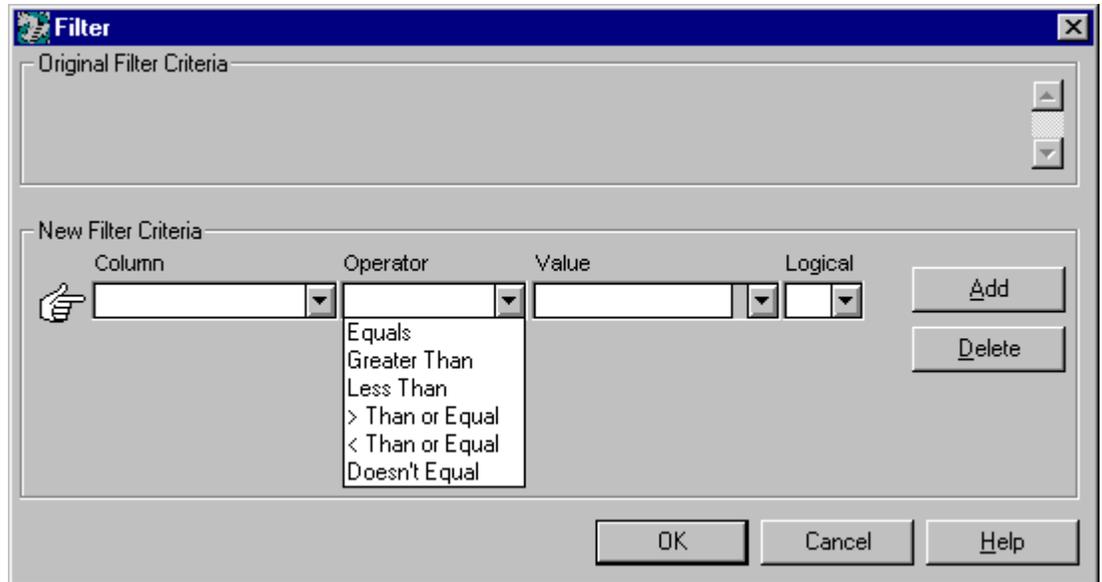
## Filter

This option will be available when the Service Order List window is active. Clicking on this option will bring up the Filter window. This window is used to display selected service orders (filter) on the Service Order List window. This window consists of two sections, the Original Filter Criteria and the New Filter Criteria. When you first select the Filter option the Original Filter Criteria should be blank. If you have previously defined New Filter Criteria, the Original Filter Criteria will show your selections.

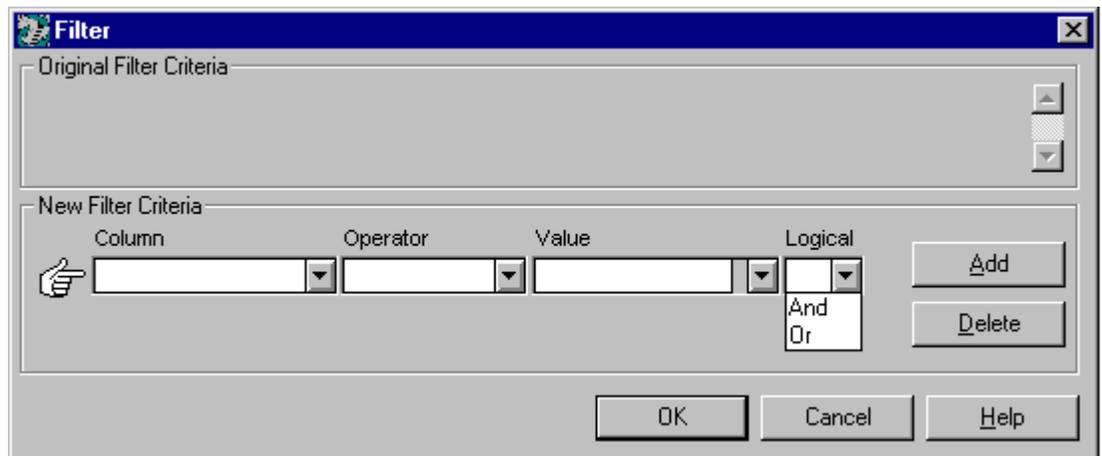
Within the New Filter Criteria section there are four fields, Column, Operator, Value and Logical, which are used to identify the records to be displayed on the Service Order List screen. The Column field will include all the columns available on the Service Order Selection screen (Service Order Type, Telephone Number, etc.).



The Operator field will include 'equals', 'greater than', 'less than', '> (greater than) or equal', '< (less than) or equal', or 'doesn't equal'.



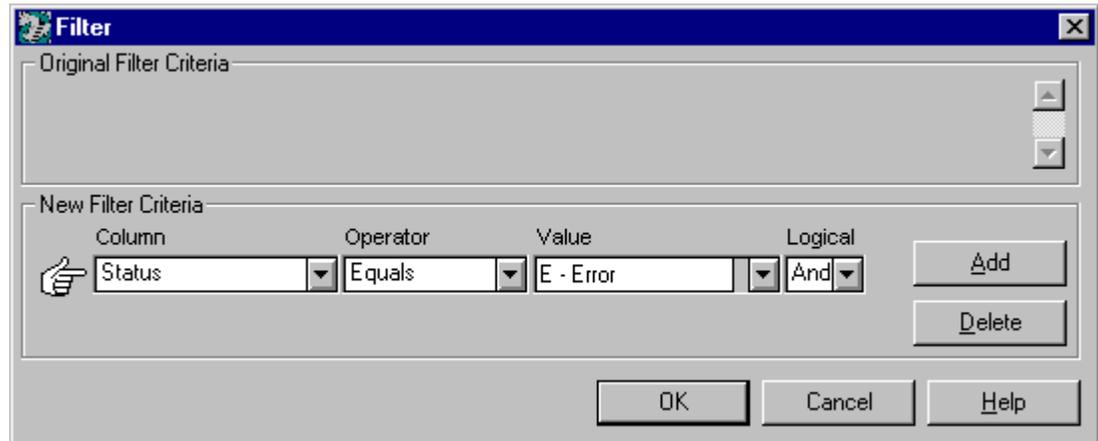
The Value field will be blank so that you can specify the value to be used. The Logical field will have selections for the Boolean codes 'and' and 'or'.



## Order Status User Guide

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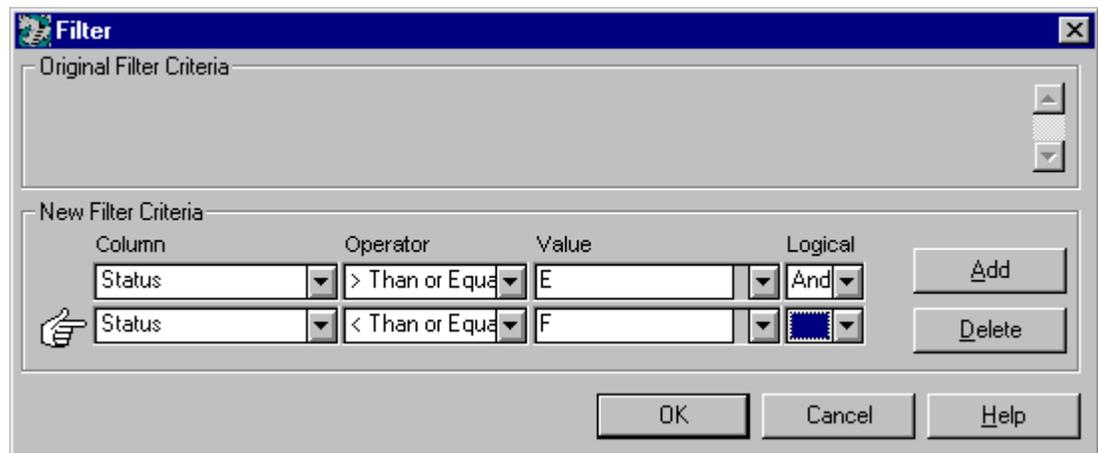
For example, you can choose to display the service orders where the Status column equals 'E - Error'. Select *Status* for the **Column** field, *Equals* for the **Operator** field and type *E - Error* in the **Value** field. When you click the OK button, only records from the Service Order List screen that have a status of 'E - Error' will display.



The screenshot shows a 'Filter' dialog box with two sections: 'Original Filter Criteria' (empty) and 'New Filter Criteria'. The 'New Filter Criteria' section has a table with four columns: Column, Operator, Value, and Logical. A hand icon points to the first row. The first row contains: Status, Equals, E - Error, and And. There are 'Add' and 'Delete' buttons to the right of the table. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

Column	Operator	Value	Logical
Status	Equals	E - Error	And

Another option is to select *Status* for the **Column** field, *> Than or Equals* for the **Operator** field, type *E* in the **Value** field, then select *And* for the **Logical** field. Move to the second row of selections and choose *Status* again in the **Column** field, *< Than or Equals* for the **Operator** field, type *F* in the **Value** field and click OK. The result will be the same as the previous filter, only records from the Service Order List screen that have a status of 'E - Error' will display. (F is not a valid status)

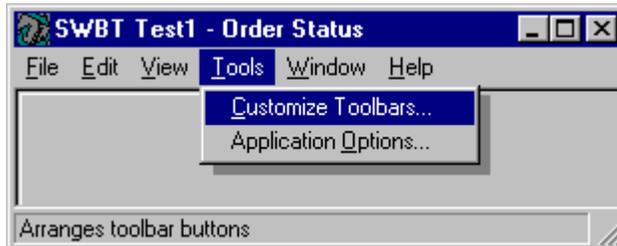


The screenshot shows the 'Filter' dialog box with two rows in the 'New Filter Criteria' section. The first row is: Status, > Than or Equals, E, And. The second row is: Status, < Than or Equals, F, and a blue square icon. There are 'Add' and 'Delete' buttons to the right of the table. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

Column	Operator	Value	Logical
Status	> Than or Equals	E	And
Status	< Than or Equals	F	

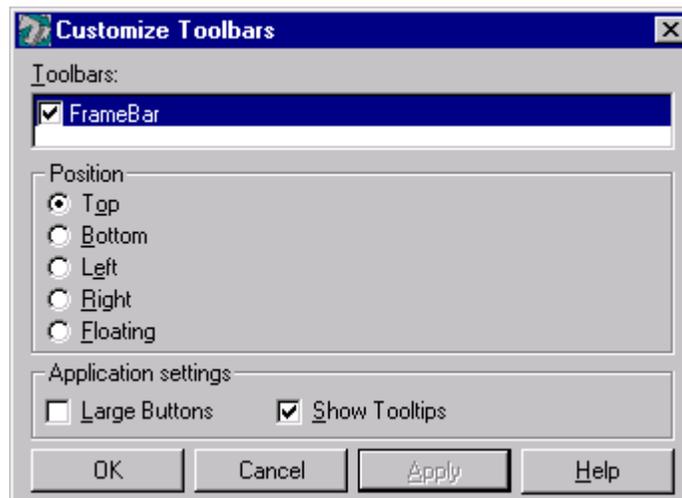
To return the Service Order List screen to the original, unfiltered, list, select View, Filter and then click the OK button. This will clear out the current Filter selections and all service orders on the Service Order List screen. The filter selections will not be saved when you exit out of Order Status.

### Tools menu options



### Customize Toolbars...

Clicking this option displays the Customize Toolbars window. The window has three panels available for configuring how the Service Order Tool Bar displays. Changes made in the Customize Toolbars window may be tested by clicking the Apply button, canceled by clicking the Cancel button, or invoked by clicking the OK button.



### **Toolbars:**

This panel has a window displaying the check box for the Frame Bar. Clicking the check box on or off indicates whether the tool bar buttons should display or not.

### Position

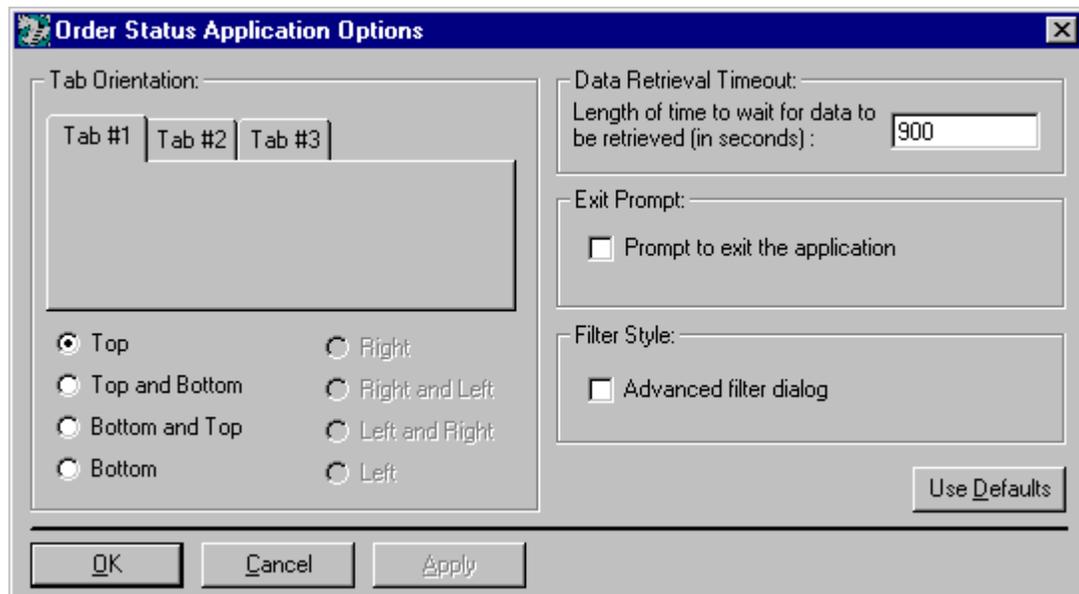
The position panel has a listing of available positions, (top, bottom, etc.), that indicate where the Order Status toolbar should display. Click the radio button in front of the listing to indicate where you would like the toolbar to display within the Order Status desktop.

### Application Settings

This panel lists the **L**arge **B**uttons and **S**how **T**ool **T**ips options. The **L**arge **B**uttons check box toggles on or off, the text displayed on the tool bar buttons. The **S**how **T**ool **T**ips check box, toggles on or off, the short button explanations, (displayed as you hover over a button), and the Micro-help (displayed at the bottom of the screen). Click in a check box to toggle it on or off.

### Application Options...

Clicking on this command displays the Order Status Applications Options window. There are three option panels that can be configured within this window. A **U**se **D**efaults button is also offered. Clicking this button will set all options to the application defaults.



### Tab Orientation

The Tab Orientation panel is used to define how tabs in a multi-tabbed window are displayed, (top, bottom etc.). Click on the radio button in front of the listing that describes the tab orientation you would like.

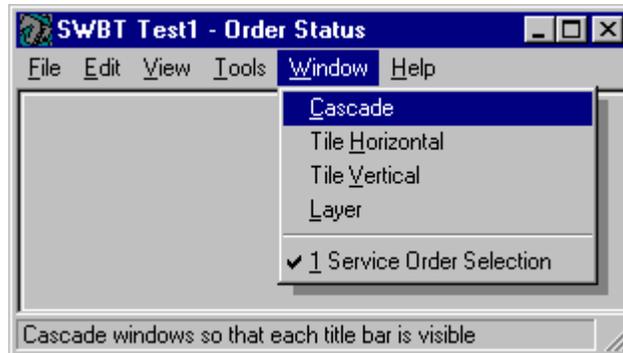
### Data Retrieval Timeout

Use this option panel to adjust the amount of time (in seconds) to wait for data to be retrieved before "timing out" (canceling a list or report request). You may type into the field window, the time out period you wish.

### Exit Prompt

The Exit Prompt panel allows you to choose whether or not you want a warning message to display prior to actually exiting Order Status. This is useful to prevent exiting when the exit button is clicked by mistake. Click in the check box to turn this option on or off.

### Window menu options



#### Cascade

Clicking this option arranges all of the open windows within Order Status, one on top of the other, in “waterfall” fashion. The window active at the time the Cascade command is selected appears on top.

#### Tile Horizontal

Clicking this option arranges all of the open windows within Order Status, horizontally, one above the other. The window that is active when you invoke this command will be the top window.

#### Tile Vertical

Clicking this option arranges all of the open windows within Order Status, vertically, one next to the other. The window that is active when you invoke this command will be the left most window.

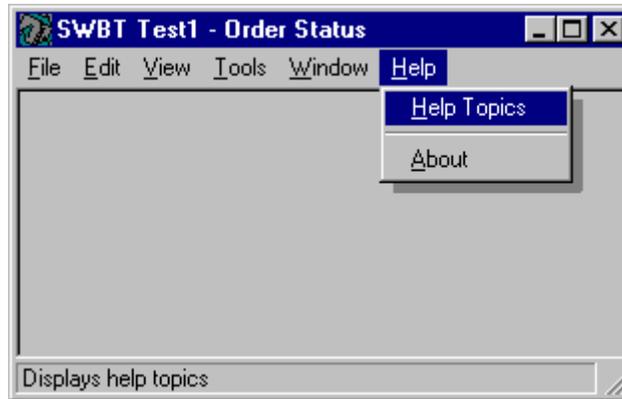
#### Layer

Clicking this option arranges all of the open windows within Order Status, one on top of the other. Windows are "overlaid" full height and width. The window that is active when you invoke this command will be the top window.

#### List Panel

This bottom panel on the Window Menu is dynamic. The panel will list any window you have open within Order Status. A check mark appears next to the listed window that is active. You can change to and view any window in this list by clicking on it.

### Help menu options



### Help Topics

This option displays the Order Status On-line Help files, opening to the help Search page. For further information about On-line Help see section 2, *Accessing On-line Help*.

### About

The About option displays the Order Status version and copyright window. The Help Desk may ask you for the version number if you call them.

## Order Status Tool Bar

The tool bar is the row of buttons below the menu bar. The buttons act as a shortcut to the more often used commands available in the menus. As is the case with specific menu commands, Toolbar buttons are not always functional. Some will only be available when a particular window is active.



### **Service Order Selection**

Clicking this button will launch the Service Order Selection window. Additionally, if the Service Order Selection window has already been launched, but another window is active, clicking this option will make Service Order Selection the active window and display it on top.



### **Save As/Export...**

Clicking this button will launch the Save As/Export... window. This will launch the same window as the **File**→**Save/Export...** command.



### **Print**

Clicking on this button prints the active window. No print dialog box will launch, the job will immediately print to your default printer, or the printer you have selected with the **File**→**Printer Setup...** command.



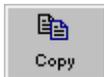
### **Print Preview**

Clicking this button will launch the Print Preview window. This will launch the same window as the **File→Print Preview** command.



### **Cut**

This option is only available when the cursor is within user editable data fields (e.g. Telephone Number or Circuit ID) within the Service Order Selection window. When at least one character has been highlighted, clicking on this option removes the selected text from its original location so that it can be pasted elsewhere in Order Status or other Windows applications.



### **Copy**

This option is available any time you have highlighted text within a user editable field, or when you have selected text from the Service Order List or Service Order Detail windows. With a selection highlighted, clicking on this option will copy the selected text without altering its original location so that it can be duplicated (pasted) elsewhere in Order Status or any other Windows application.



### **Paste**

This option is available when the cursor is within user editable data fields within the Service Order Selection window. Clicking on this option will place text that has been copied or cut. The text will be placed at the current point of the editing cursor including overwriting entire highlighted selections.



### **Clear**

Clear will remove any highlighted text from within a user editable field, but does not copy the text to the clipboard.



### **Cascade**

Clicking this option arranges all of the open windows within Order Status, one on top of the other, in “waterfall” fashion. The window active at the time the Cascade command is selected appears on top



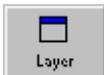
### **Tile Horizontal**

Clicking this option arranges all of the open windows within Order Status, horizontally, one above the other. The window that is active when you invoke this command will be the top window.



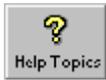
### **Tile Vertical**

Clicking this option arranges all of the open windows within Order Status, vertically, one next to the other. The window that is active when you invoke this command will be the left most window.



### **Layer**

Clicking this option arranges all of the open windows within Order Status, one on top of the other. Windows are "overlaid" full height and width. The window that is active when you invoke this command will be the top window.



## **Help**

This option displays the Order Status On-line Help files, opening to the help Search page. For further information about On-line Help see section 2, *Accessing On-line Help*.



## **Exit**

You may click on this option to exit the Order Status application.

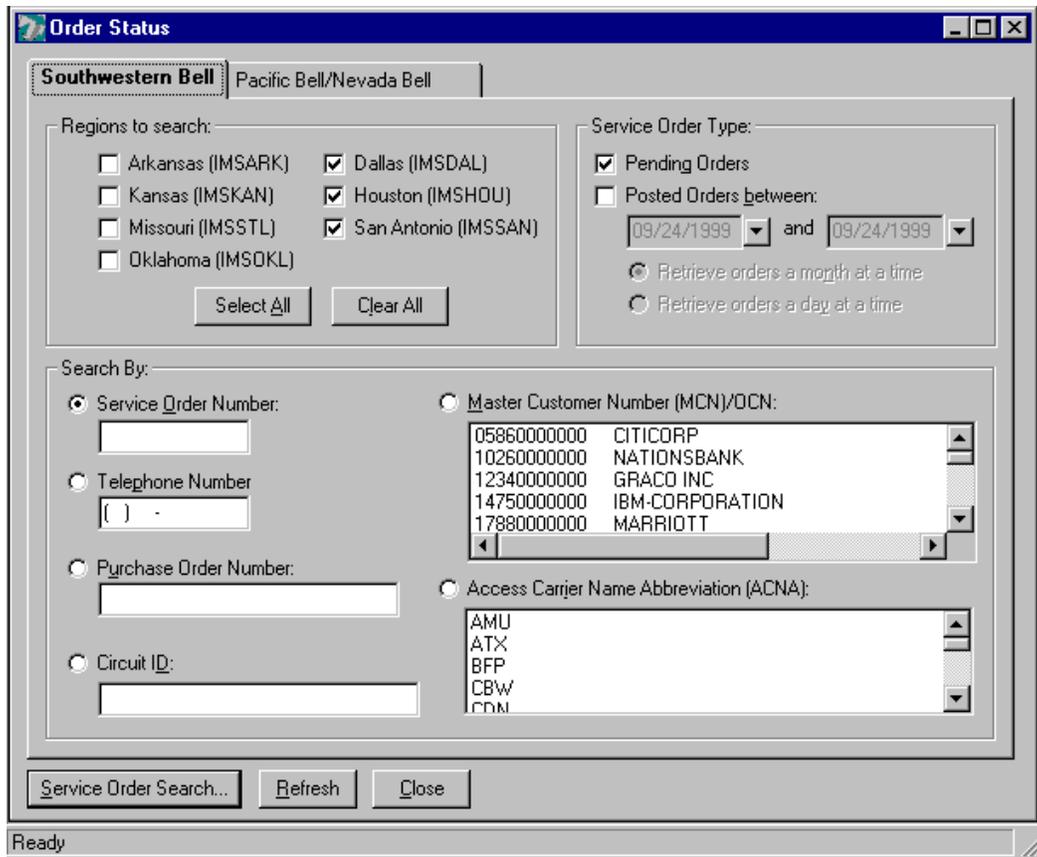
## Order Status Windows

Order Status has three windows available; the **Service Order Selection** window, the **Service Order List** window and the **Service Order Detail** window. These three windows will be displayed for SWBT first and then for P\*B/N\*B.

### **Service Order Selection window - Southwestern Bell**

This window provides a selection point for retrieving Service Order Lists for either Pending or Posted Orders, or both. The window is used to define the pending or posted service order(s) for which you wish to retrieve information. Service Order searches may be performed by Access Carrier Name Abbreviation (ACNA), Master Customer Number (MCN)/Operating Company Number (OCN), Service Order Number, Telephone Number, Purchase Order Number (for pending service orders only), or Circuit ID (for pending service orders only).

The window has three panels, the **Regions to Search**, **Service Order Type** and the **Search By** panels.



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After you indicate the type(s) of Service Order List you want, and what to search by, you may invoke the request by clicking the **S**ervice Order Search... button. You may cancel the request by clicking on the **C**ancel Request button while the search is processing. NOTE: This does not work on Windows NT PCs.

You may close this window by clicking the **C**lose button.

Occasionally, you may encounter a problem retrieving information from the Order Status server, such as a partial list or invalid information, or there might have been service order activity since the original information had been retrieved. In this case you may retrieve the information again by clicking the **R**efresh button.

### Regions to Search:

Service orders are stored in the Southwestern Bell back end data systems in seven different regions (e.g., Kansas or Dallas). Some customers may not have service orders in all seven regions. If this is the case they may speed up their pending service order inquiries by limiting the search to only the applicable regions. To select a region click in the check box to the right of it. To select all regions click on the **S**elect All button. To clear all selections click on the **C**lear All button. If a CLEC customer does not have an approved contract in every state the non-contracted states will be 'grayed out' and can not be selected.

### Service Order Type:

To perform a search, you must first define the Service Order type.

#### Pending Orders

Clicking the check box for this listing will cause the Service Order List to display all orders in a non-posted status for the given "search by" criteria (i.e., MCN/OCN, service order number, telephone number).

#### Posted Orders between:

Clicking the check box for this listing will cause the Service Order List to display all posted orders for the date or date range selected for the given "search by" criteria (i.e., MCN/OCN, service order number, telephone number). Posted orders are available for the past three years plus the current year. For example, during the year 2000, orders will be available for 1999, 1998, 1997 as well as 2000. NOTE: Unless it is absolutely necessary customers should not request more than one month's worth of data at a time. Requests for large amounts of data will take much longer to process and will cause an impact to the response times.

When the Posted Orders option is checked, you must not only indicate a date range, but also indicate how you want to retrieve your requests.

### Date Range

There are two ways to edit the beginning and ending date fields. You may select and highlight all or a portion of the date that you want to edit and then type in the date you want. Or you may click on the drop down arrow at the end of the date field and a graphic calendar will display. Click on the arrows to display the next or previous month, then click on a day within the month to select a date. The calendar will close and the date you selected will appear in the date field.

### Retrieve orders a month at a time

When this radio button is selected the Order Status server will retrieve Posted Service Orders a complete month at a time. This is the fastest method of retrieval, but some customers, may retrieve such a large amount of data that server limits might be exceeded, thus requiring the **Retrieve orders a day at a time** method.

### Retrieve orders a day at a time

When this radio button is selected the Order Status server will retrieve Posted Service Orders one day at a time. This is the slower method of retrieving posted orders, but it can also reduce the possibility of exceeding retrieval limits and also allow more opportunities to cancel pending requests.

*Note: Searches based on Service Order Numbers require that the **Retrieve orders a day at a time** radio button be selected.*

### Search By:

After defining the Service Order type within the top panel of the Order Selection window, you may then define what you would like to search by. You may search by one or more ACNA or MCN/OCN numbers, or a Purchase Order Number, Circuit ID, or Telephone Number. You may also retrieve the Service Order detail on a specific Service Order Number.

*Note: The **Circuit ID** and **Purchase Order Number (PON)** fields are disabled for Posted Service Orders. These search types are only applicable for pending service orders.*

### **MCN/OCN:**

MCN/OCN (Master Customer Number/Operating Company Number) values associated with your User ID (based on company) are listed in the scrolling list box. Select one or more MCN/OCN values by clicking on them with your mouse. To select more than one MCN/OCN hold down the CTRL key while clicking with the mouse. MC/OCN values are applicable to CLEC customers and business customers. This field may be blank.

### **ACNA**

ACNA (Access Carrier Name Abbreviation) values associated with your User ID (based on company) are listed in the scrolling list box. Select one or more ACNA values by clicking on them with your mouse. To select more than one ACNA hold down the CTRL key while clicking with the mouse. ACNA values are applicable to Interexchange Carrier (IXC) customers. This field may be blank.

### **Service Order Number**

Enter the specific number associated with the service order for which you wish to retrieve information.

*Note: Searches based on Service Order Numbers require that the **Retrieve orders a day at a time** radio button be selected.*

### **Telephone Number**

Enter a telephone number consisting of 10 digits. (i.e., (NPA) NXX-LINE)

### **Purchase Order Number**

Enter the specific purchase order number for which you wish to retrieve information.

### **Circuit ID**

Enter a Circuit ID that belongs to your company.

### **Service Order List window - Southwestern Bell**

The Service Order List window displays a list of pending/posted service orders that meet the selection criteria defined in the Service Order Selection window.

Both pending orders and posted orders may be included in the same list.

The Service Order List Window information for Southwestern Bell is updated on a daily basis during the hours between 3:00 and 4:00 a.m. (Central Time). The Service Order Detail window shows the actual “Live” status. This means that the Service Order Detail window may show a different (newer) status than the status displayed on the Service Order List Window. This may occur because the status of the service order has changed since 3:00 to 4:00 a.m. of the morning you are working. This applies to existing orders, new orders are added to the list as they are created.

Service Order Type	Telephone Number	Service Order Number	Due Date	Status	Completed Date	Posted Date
Pending	(214) 111 - 2222	C185662	01-26	O - Origination		
Pending	(214) 111 - 2222	C186504	01-14	O - Origination		
Pending	(214) 111 - 2222	D186507	01-14	O - Origination		
Pending	(214) 111 - 2222	C185663	01-19	O - Origination		
Pending	(214) 111 - 2222	C991518	01-20	O - Origination		
Pending	(214) 111 - 2222	C991597	12-31	O - Origination		
Pending	(214) 111 - 2222	C185657	01-18	O - Origination		
Pending	(214) 111 - 2222	C289586	02-12	O - Origination		
Pending	(214) 111 - 2222	C289584	01-22	O - Origination		
Pending	(214) 111 - 2222	C185661	01-22	O - Origination		
Pending	(214) 111 - 2222	C991515	01-21	O - Origination		
Pending	(214) 111 - 2222	C196602	12-07	O - Origination		
Pending	(214) 111 - 2222	C196603	12-07	O - Origination		
Pending	(214) 111 - 2222	C854101		O - Origination		
Pending	(214) 111 - 2222	C981243	11-23	O - Origination		

View Detail... Refresh Close Total Rows: 374

The Service Order List window is made up of several columns of information, three buttons, and a Total Rows indicator. In addition, an error message box for partial data retrievals may display.

## Columns

By positioning the mouse over one of the two-divider lines that define a column the resize cursor will display, . To change the column width hold down the mouse button and drag the line until the desired column width is achieved.

The entire Service order list can be sorted by any column, in ascending or descending order. The default sort order is by telephone number, smallest number to largest number. To change the sort, move the mouse over a column heading until the **Sort** cursor displays. Click the mouse to sort by that column. Click the mouse again to toggle between an ascending or descending sort order.

### Service Order Type

Shows status of Service Order (Pending or Posted).

### Telephone Number

Shows the telephone number for this account.

### Service Order Number

Shows the Service Order Number for this account.

### Due Date

Shows the due date for the order.

### Status

Identifies the status for this order.

Code	Status	Explanation
C	Completion	The order has been typed as work completed. (The order cannot be changed or corrected.)
D	Delete	The order has been deleted.
E	Error	The order has an error on it that must be fixed before it can post to the customer's account.
O	Origination	A new order has been issued.
P	Posted	The order has been completed and has posted to the system. (It cannot be changed or corrected.)
R	Cancel	The order has been canceled.
T	Training	The order was typed using the training database.

### Completed Date

If the order is posted this field will display the completion date.

### Posted Date

Shows the posted date for the order.

### Circuit

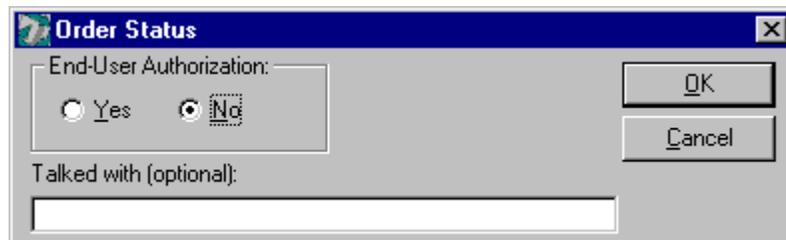
Lists the applicable circuits for ACNA inquiries.

### Buttons

#### View Detail...

Clicking this button will display detail for the Service Order that is highlighted. You may also display the detail for a Service Order by double clicking on the Order Number.

*Note: An End-User Authorization window is displayed if you attempt to access detail information for a pending service order that you are not normally authorized to view.(CLEC's only)*



*Note: An error message, as shown, will be displayed if you attempt to access information for a posted order that you are not normally authorized to view.*



### Refresh

When an Order Status window remains open for an extended period of time pending order data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, click on the **Refresh** button.

### Close

Clicking on this button closes the Service Order List window and makes the Service Order Selection window active.

**Total Rows:**

This area indicates the total number of rows or Service orders that are contained in the current Service Order List. To see additional orders use the up and down scroll bar on the right side of the window.

**Data Center Region Unavailable, Partial List Warning**

When a pending/posted service order list is generated, all Southwestern Bell data center regions are examined for matching service order records. Thus, a service order list may include service orders from more than one region.

If Order Status cannot retrieve service order information from a data center region, a warning message like the one pictured below is displayed. It identifies the region from which information could not be retrieved. When more than one region is inaccessible, multiple messages are displayed.

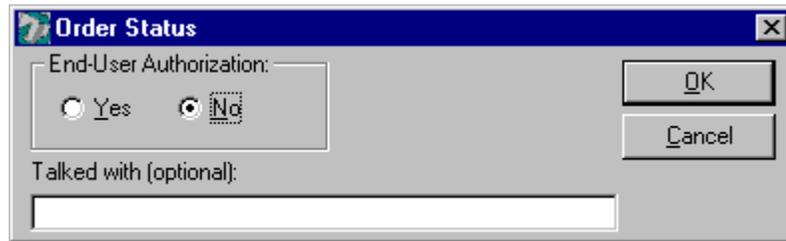


If only a partial list is returned, you may wish to perform the same search again a few minutes later, to get a full list. If this problem persists, call the help desk or the call center for assistance.

To continue with the inquiry, click on the **OK** button.

### **Service Order Detail Authorization (Pending Service Orders – CLECs Only)**

An End-User Authorization window is displayed if you attempt to access detail information for a pending service order that you are not normally authorized to view. (CLEC's only)



To view the detail, you must select the YES check box and click the **OK** button. Selecting YES acknowledges that you have the authorization from the end user to view their orders. You may also identify the person who provided the authorization by typing their name into the **Talked With:** field window.

### ***(Pending/Posted) Service Order Detail window - Southwestern Bell***

The Service Order Detail window displays detailed information about the specific service order you have chosen from the Service Order List window. The Service Order Detail window includes two sections, the fielded section at the top and the free form – unfielded section at the bottom.

The differences between a Service Order Detail window for a Pending versus a Posted service order is the addition of the Posted date field on the Posted Service Order Detail window and the words Posted vs. Pending in the title bar of the window.

Service Order No.:	184438	Suffix:	
Telephone No.:	(120) 105 - 8387	Customer Code:	598
ACNA or MCN/OCN:	CDN	Class of Service:	OHD
Applied Date:	12-04-1998	Issued Date:	1998
Due Date:	12-04-1998	Sub Due Date:	
Completed Date:	12-04-1998	Status:	P - Posted
Posted Date:	12-07-1998	Typist ID:	RAGTSAGT

LAT 524  
ACNA CDN  
SPO MOD  
ASRX NOASR  
STI

Refresh Close

The top section includes fielded information and the bottom section is a free form section that shows the actual information from the service order. There are two buttons for the window, **Refresh** and **Close**.

## **Fielded Information**

### **Service Order No.**

This field displays the Service Order Number that matched the inquiry.

**Telephone No.**

Displays the telephone number for the Service Order.

**ACNA or MCN/OCN**

The Access Carrier Name Abbreviation, Master Customer Number or Operating Company Number for this service order.

**Applied Date**

The date this order was entered into the service order system.

**Due Date**

The due date for this order.

**Completed Date**

The date this order was completed.

**Suffix**

The suffix code for this order (Note: An entry of CF indicated the order was placed on hold due to a lack of connecting facilities).

**Customer Code**

This is a system-generated code and is used for additional tracking and identification purposes.

**Class of Service**

Shows the Universal Service Order Code (USOC) that identifies the type of service for this order.

**Issued Date**

The date this order was issued from the service order system.

**Sub Due Date**

Subsequent Due Date established for this order.

**Status**

The current status code for this order. Please see *Section 3, Service Order List window - Southwestern Bell, Columns, Status* for code definitions.

**Typist ID**

This display shows two sets of typist identification codes; each set consists of four digits. The first typist ID code identifies the origination input typist (i.e., who originated the order or typist and typing group where the order was originated). The second typist ID code identifies the origination distribution typist (i.e., who distributed the order or typist and typing group where the order was distributed). \*

**\* Typist ID code examples:**

<b>Code</b>	<b>Explanation</b>
DS26DS26	Mechanical Order Generated (MOG) Unbundled Network Element (UNE) Loop
DS27DS27	MOG UNE Port
DS28DS28	MOG UNE Combo
BCZPBCZP	MOG Resale (all types)
All other codes (example: RAGTSAGT)	Typist ID code represents the typist and typing group of an individual. This may be the typist and typing group for a CLEC service representative if the order is issued via EASE. It may also be the typist and typing group for a LSC representative if the order was entered by the LSC. Refer to the Speed of Order Issuance Measurement (SM) FID for details about who issued an order and which system was used to issue the order. This FID appears in the free form section of the order.

**Free Form Information**

The free form section displays the service order in a scrollable window. This information includes all the codes and data that were entered on the order by the order entry system (i.e., Easy Access Sales Environment (EASE) or Local Service Request (LSR) Exchange System (LEX). For information on how to read this information refer to the ordering system. This section normally includes a variety of information including listing, billing, and services and equipment information.

The SM FID (Speed of Order Issuance Measurement) is one example of the type of data available in the free form section. This FID identifies who initiated the order, who entered the order, how the order was originated, what system was used to enter the order, how the order was received and the date and time the request was received.

SM FID example:

SM CS 10-28-1998 1015A \*

This entry shows that the order was initiated in SORD by an LSC representative in response to a request received from a CLEC on October 28, 1998 at 10:15 a.m.

**\* Other SM FID Entries:**

<b>Code</b>	<b>Explanation</b>
CE	(CLEC initiated order) – Local Service Center (LSC) representative types an order in EASE per an LSR received from the CLEC.
CS	(CLEC initiated order) – LSC representative types an order in SORD per an LSR received from the CLEC. Includes orders created via DOES (Direct Order Entry System), COPY or COR (Complex Order Routine) SORD routines.
SE	(SWBT initiated order via EASE) – LSC representative types an order in EASE per a change initiated by SWBT.
SS	(SWBT initiated order via SORD) – LSC representative types an order in SORD per a change initiated by SWBT. Includes orders created via DOES, COPY and COR SORD routines.
EA	(CLEC initiated order via EASE) – CLEC representative types an order directly into EASE.
SO	(CLEC initiated order via SORD) – CLEC representative types a supplemental order in SORD for an order originally typed by a CLEC representative in either EASE or SORD.
ED	(EDI CLEC originated order) – LSC representative types an order in EASE, SORD, DOES, etc. per an LSR received from Folders.
LX	(LEX originated order) – LSC representative types an order in EASE, SORD, DOES, etc. per an LSR received from Folders.

## **Refresh**

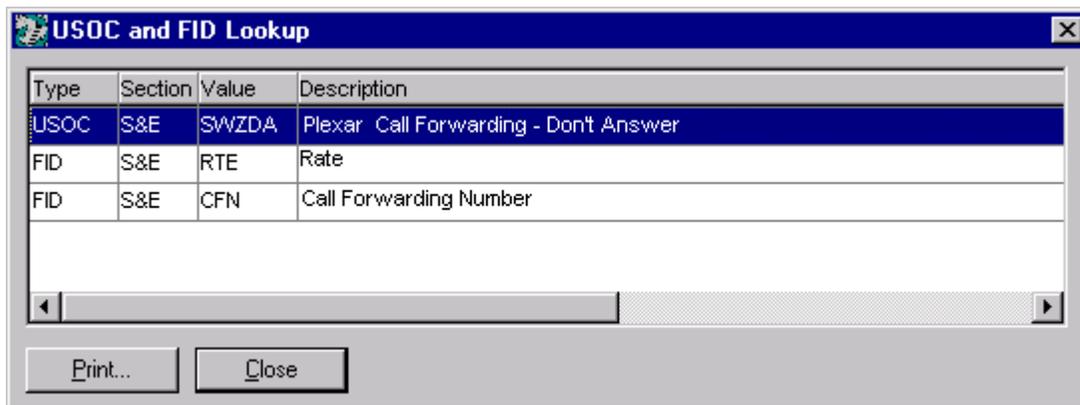
When an Order Status window remains open for an extended period of time pending order data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, click on the **Refresh** button.

## **Close**

Clicking on this button closes the Service Order Detail window and makes the Service Order List window active.

## **Request English Descriptions for Universal Service Order Codes (USOCs) and Field Identifiers (FIDs)**

To request the English descriptions for the USOCs and FIDs on a service order, highlight a line of text in the unfielded section of a service order using your mouse. Click on your right mouse button and select '**USOC/FID Lookup...**'. The following window showing the USOC and FID descriptions will appear:



## **Print**

Select the **Print** button to print the results of the USOC and FID Lookup.

## **Close**

Clicking on this button closes the USOC and FID Lookup window and makes the Service Order Details window active.

### **Service Order Selection window – Pacific Bell/Nevada Bell**

This window provides a selection point for retrieving Service Order Lists for Pending service orders. Completed Service Orders that have posted within the last 24 hours should also be displayed. The window is used to define the pending service order(s) for which you wish to retrieve information. Service Order searches may be performed by Operating Company Number (OCN), Service Order Number, Telephone Number, or Purchase Order Number.

The window has two panels, the **Regions to Search** and the **Search By** panels.

Order Status

Southwestern Bell Pacific Bell/Nevada Bell

Regions to search:

California  
 Nevada

Select All Clear All

Search By:

Service Order Number:   
 Telephone Number: [ ] -   
 Purchase Order Number:

Operating Company Number (OCN):

0001  
1234  
1833  
2032  
2140  
4008  
4009  
4021  
4094  
4094

Service Order Search... Refresh Close

After you indicate what to search by, you may invoke the request by clicking the **Service Order Search...** button. You may cancel the request by clicking on the **Cancel Request** button while the search is processing. NOTE: This does not work on Windows NT PCs.

You may close this window by clicking the **C**lose button.

Occasionally, you may encounter a problem retrieving information from the Order Status server, such as a partial list or invalid information, or there might have been service order activity since the original information had been retrieved. In this case you may retrieve the information again by clicking the **R**efresh button.

### Regions to Search:

Service orders are stored in the Pacific Bell/Nevada Bell back end data systems in two different regions (e.g., California or Nevada). Some customers may not have service orders in both regions. To select a region click in the check box to the right of it. To select both regions click on the **S**elect **A**ll button. To clear all selections click on the **C**lear **A**ll button. If a CLEC customer does not have an approved contract in every state the non-contracted states will be 'grayed out' and can not be selected.

### Search By:

After defining the Service Order type within the top panel of the Order Selection window, you may then define what you would like to search by. You may search by an Service Order Number, a Purchase Order Number, a Telephone Number or an OCN.

### OCN:

OCN (Operating Company Number) values associated with your User ID (based on company) are listed in the scrolling list box. Select one or more OCN values by clicking on them with your mouse. To select more than one OCN hold down the CTRL key while clicking with the mouse.

### Service Order Number

Enter the specific number associated with the service order for which you wish to retrieve information.

### Telephone Number

Enter a telephone number consisting of 10 digits. (i.e., (NPA) NXX-LINE)

### Purchase Order Number

Enter the specific purchase order number for which you wish to retrieve information.

### ***Service Order List window – Pacific Bell/Nevada Bell***

The Service Order List window displays a list of pending service orders that meet the selection criteria defined in the Service Order Selection window.

Some of the inquiries (Service Order Number, Telephone Number, Purchase Order Number and Operating Company Number (OCN)) provide different information on the list screen. This is due to variations in the information returned from the back end system. The information returned is explained below.

An inquiry by Service Order Number or Telephone Number will return the applicable telephone number, Service Order Number, Status Code, Due Date and Completed Date (if completed).

An inquiry by Purchase Order Number will return the Service Order Number and Status Code.

An inquiry by OCN will return the Telephone Number, Service Order Number, Due Date and Completed Date (if completed).

For an inquiry by OCN, the Service Order List Window information is updated on a daily basis during the hours between 5:00 and 6:00 a.m. (Pacific Time). This information will be updated once an hour after the initial daily update. The Service Order Detail window shows the actual “Live” status. It is also possible that the inquiry by OCN will not show all possible orders. If an order was added to the backend system since the last update it will not be shown on the list screen.

This does not apply to the inquiries by Service Order Number, Telephone Number or PON. These inquiries will show all orders and the status will be the current status.

Telephone Number	Service Order Number	Status	Due Date	Completed Date
(408) 223 - 9692	F47274097	C - Completion	19990922	
(408) 223 - 9692	T47274097	C - Completion	19990922	

View Detail... Refresh Close Total Rows: 2

The Service Order List window is made up of several columns of information, three buttons, and a Total Rows indicator. In addition, an error message box for data center region unavailable may display.

## Columns

By positioning the mouse over one of the two-divider lines that define a column the resize cursor will display, . To change the column width hold down the mouse button and drag the line until the desired column width is achieved.

The entire Service order list can be sorted by any column, in ascending or descending order. The default sort order is by telephone number, smallest number to largest number. To change the sort, move the mouse over a column heading until the  cursor displays. Click the mouse to sort by that column. Click the mouse again to toggle between an ascending or descending sort order.

### Telephone Number

Shows the telephone number for this account.

### Service Order Number

Shows the Service Order Number for this account.

**Status**

Identifies the status for this order.

Code	Status	Explanation
BD	Hold	The order is being held while a bill is being prepared
C	Completion	The order was manually completed but not distributed. (The order cannot be changed or corrected.)
CD	Distributed	The order has been manually completed and distributed
D	Error	The order has a Directory Error and has not been distributed
DD	Distributed	The order has a Directory Error and has been distributed
E	Error	The order had errors which have been corrected but the order has not been distributed
ED	Distributed	The order had errors which have been corrected and distributed
H	Hold	Hold Notice
I	Originated	Originated in Minimal Input (MI) but not distributed
LD	Cancel	The order has been canceled and distributed.
M	Error	Master Address Table Error (This is a directory related error)
O	Originated	A new order has been issued. (Includes orders in Proof (incomplete) status.)
OD	Distributed	The order has been Originated and Distributed
P	Completed	Completed, In Progress
R	Replacement	Replacement Pending
X	Corrected	The order has been corrected but not distributed.
XD	Distributed	The order has been corrected and distributed
ZD	Delete	The order is completed or canceled and is scheduled for deletion. (Orders are deleted from SORD on a nightly basis, Tuesday through Saturday nights.)

**Due Date**

Shows the due date for the order.

**Completed Date**

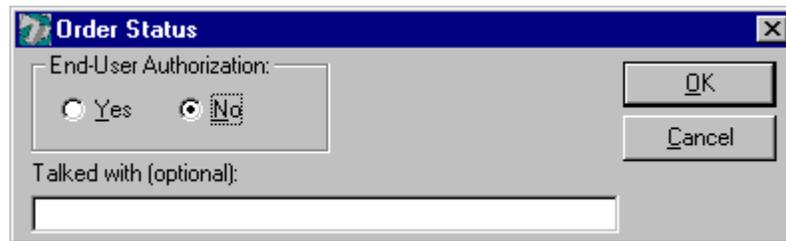
If the order is posted this field will display the completion date.

## Buttons

### View Detail...

Clicking this button will display detail for the Service Order that is highlighted. You may also display the detail for a Service Order by double clicking on the Order Number.

Note: An End-User Authorization window is displayed if you attempt to access detail information for a pending service order that you are not normally authorized to view.



### Refresh

When an Order Status window remains open for an extended period of time pending order data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, click on the **Refresh** button.

### Close

Clicking on this button closes the Service Order List window and makes the Service Order Selection window active.

### **Total Rows:**

This area indicates the total number of rows or Service orders that are contained in the current Service Order List. To see additional orders use the up and down scroll bar on the right side of the window.

### **Data Center Region Unavailable, Partial List Warning**

When a pending service order list is generated, all Pacific Bell/Nevada Bell data center regions are examined for matching service order records. Thus, a service order list may include service orders from more than one region.

If Order Status cannot retrieve service order information from a data center region, a warning message like the one pictured below is displayed. When more than one region is inaccessible, multiple messages are displayed.

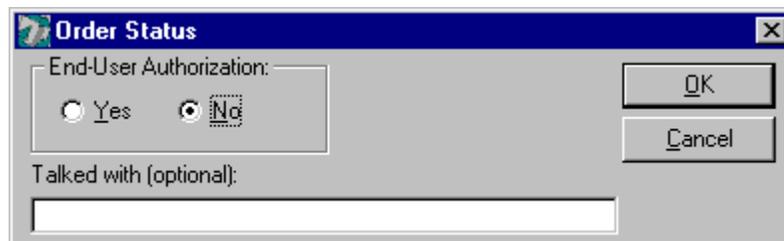


If only a partial list is returned, you may wish to perform the same search again a few minutes later, to get a full list. If this problem persists, call the help desk or the call center for assistance.

To continue with the inquiry, click on the **OK** button.

### **Service Order Detail Authorization**

An End-User Authorization window is displayed if you attempt to access detail information for a pending service order that you are not normally authorized to view.



To view the detail, you must select the YES check box and click the **OK** button. Selecting YES acknowledges that you have the authorization from the end user to view their orders. You may also identify the person who provided the authorization by typing their name into the **Talked With:** field window.

### Service Order Detail window – Pacific Bell/Nevada Bell

The Service Order Detail window displays detailed information about the specific service order you have chosen from the Service Order List window. The Service Order Detail window includes two sections, the fielded section at the top and the free form – unfielded section at the bottom. Any questions about the content of an order should be referred to the Local Service Center (LSC).

The screenshot shows a window titled "Pending Service Order Detail". It contains two columns of fielded information and a large text area at the bottom.

Service Order No.:	C12331233	Suffix:	SL
Telephone No.:	(415) 123 - 1233	Customer Code:	226
ACNA or MCN/DCN:	1234	Class of Service:	TMB
Applied Date:	08-10-1999	Issued Date:	
Due Date:	08-11-1999	Sub Due Date:	08-11-1999
Completed Date:		Status:	O - Origination
		Typist ID:	EGDKCERLX

The free form section contains the following text:

```
SSO
ZOCN 1234
SM ED 08-10-1999 0800A
AHOV 16123
ACNA B
CCON 7025471234 CHUCK JONES
CLEC RSLE,EUM
BEB
IACN TEST COMM INC
CCNA ABC
GTW
OTN 415-123-3123
OCUS 214
WA JONES JOHN
WN 1231# MAINE BLANY
ZMC 31
```

At the bottom of the window are two buttons: "Refresh" and "Close".

The top section includes fielded information and the bottom section is a free form section that shows the actual information from the service order. There are two buttons for the window, **Refresh** and **Close**.

## **Fielded Information**

### **Service Order No.**

This field displays the Service Order Number that matched the inquiry.

### **Telephone No.**

Displays the telephone number for the Service Order.

### **ACNA or MCN/OCN**

The Operating Company Number for this service order.

### **Applied Date**

The date this order was entered into the service order system.

### **Due Date**

The due date for this order.

### **Completed Date**

The date this order was completed.

### **Suffix**

The suffix code for this order. This field may also contain the Missed Appointment Code, if applicable.

### **Customer Code**

This is a system-generated code and is used for additional tracking and identification purposes.

### **Class of Service**

Shows the Universal Service Order Code (USOC) that identifies the type of service for this order.

### **Issued Date**

The date this order was issued from the service order system.

**Sub Due Date**

Subsequent Due Date established for this order.

**Status**

The current status code for this order. Please see *Section 3, Service Order List window – Pacific Bell/Nevada Bell, Columns, Status* for code definitions.

**Typist ID**

This display shows typist identification codes called Sales Codes in Pacific Bell/Nevada Bell. These codes identify the service representative who placed the order.\*

**\* Typist ID code examples:**

<b>Code</b>	<b>Explanation</b>
NGAKKKKKK	CLEC initiated order via SORD for a Business account
NGAAAAAAA	CLEC initiated order via SORD for a Residence account
All other codes (example: EGDKCERLX)	Typist ID code represents the typist and typing group of an individual or a group/system. This may be the typist and typing group for a CLEC service representative or it may also be the typist and typing group for a LSC representative if the order was entered by the LSC. This code may also be a standard code that is system generated based upon the system that was used to initiate the order (i.e., LEX). Refer to the Speed of Order Issuance Measurement (SM) FID for details about who issued an order and which system was used to issue the order. This FID appears in the free form section of the order.

### Free Form Information

The free form section displays the service order in a scrollable window. This information includes all the codes and data that were entered on the order by the order entry system (i.e., Easy Access Sales Environment (EASE) or Local Service Request (LSR) Exchange System (LEX). For information on how to read this information refer to the ordering system. This section normally includes a variety of information including listing, billing, and services and equipment information.

The SM FID (Speed of Order Issuance Measurement) is one example of the type of data available in the free form section. This FID identifies who initiated the order, who entered the order, how the order was originated, what system was used to enter the order, how the order was received and the date and time the request was received.

SM FID example:

SM ED 08-10-1999 0800A \*

This entry shows that the order was initiated via EDI by a CLEC on August 10, 1999 at 8:00 a.m.

#### \* Other SM FID Entries:

Code	Explanation
CS	(CLEC initiated order) – LSC representative types an order in SORD per a paper LSR received from the CLEC.
ED	(EDI CLEC originated order) – The order is received via Electronic Data Interface (EDI).
LX	(LEX originated order) – The order is initiated via Local Service Request (LSR) Exchange (LEX).
RM	(RMI/CLEO Initiated Order) – The order is initiated via Resale Mechanized Interface (RMI) or CLEO.
SO	(CLEC initiated order via SORD) – CLEC representative types an order in SORD.
SS	(P*B/N*B initiated order via SORD) – LSC representative types an order in SORD per a change initiated by SWBT.
SW	(Starwriter initiated order) – The order is initiated via Starwriter.

### Refresh

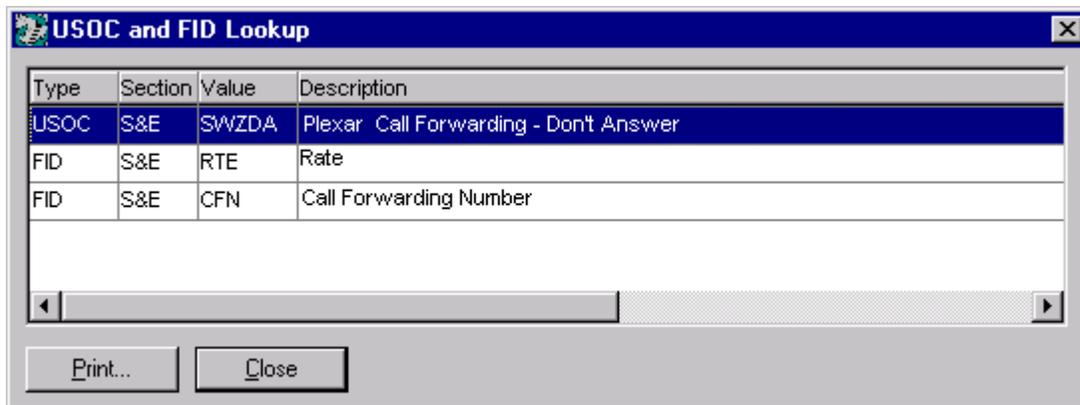
When an Order Status window remains open for an extended period of time pending order data can become outdated. To refresh (*update*) information in this window, so that it reflects any new activity, click on the **Refresh** button.

## Close

Clicking on this button closes the Service Order Detail window and makes the Service Order List window active.

## Request English Descriptions for Universal Service Order Codes (USOCs) and Field Identifiers (FIDs)

To request the English descriptions for the USOCs and FIDs on a service order, highlight a line of text in the unfielded section of a service order using your mouse. Click on your right mouse button and select 'USOC/FID Lookup...'. The following window showing the USOC and FID descriptions will appear:



## Print

Select the Print button to print the results of the USOC and FID Lookup.

## Close

Clicking on this button closes the USOC and FID Lookup window and makes the Service Order Details window active.